Provider Lifecycle Management (PLM) - Unlocking the potential of smart healthcare solutions

Ignite every phase of your relationships with providers while reducing onboarding and management time by 50% with PLM

Establishing relationships and managing providers is essential to member satisfaction. Accurate provider data is critical for operational excellence, and with regulatory changes in the last three years, operations are facing further challenges with managing provider data collection. Thus, inaccuracies along the lifecycle have significant impact on healthcare organizations.

Erroneous data is a serious liability contributing to the inadequate facilitation of healthcare service. Under such a scenario, healthcare providers are grappling with stringent guidelines and quality requirements. Non-compliance and reliance on legacy often results in inconsistent data approach, inefficient processes, rising healthcare costs, siloed healthcare outcomes, and disjointed processes.

Pega PLM is the only comprehensive provider lifecycle solution that supports provider relationships from network design and onboarding to claims payment, servicing, and contract renewal.

Connect fragmented ends by leveraging PLM with real-time, data-based decisioning

Our extensive domain understanding make us an ideal partner for strategic healthcare requirements. We engage with our customers in a distinctive synergy to provide:

- **Interactive dashboards and reporting:** PLM provides payers with an insightful dashboard that enables them to manage provider onboarding more effectively.

- **Intelligent workflow management:** The solution is built on leading enterprise DPA and SFA platforms that empower organizations to manage multi-departmental workflows and complex provider data structures.

- **Pre-built integrations:** The solution has pre-built integrations for both internal and external sources. Organizations looking for external sources of provider data can utilize our integration to import 1000s of data elements from CAQH.

Virtusa advocates excellence with:

- **Accelerated time to market:** Demonstrated 20 to 30% improved time to market through low code/no code, pre-built solutions, data models and microservice APIs

- **Innovative culture:** Improved operational performance with adoption of right solution and integration of emerging technologies with our product engineering and innovation expertise

- **Demonstrable digital transformation:** Ensured optimal delivery and value to customers with an average CSAT of 4.7/5.0 for our services

Virtusa is the first choice for many organizations today for accelerating the provider operations network
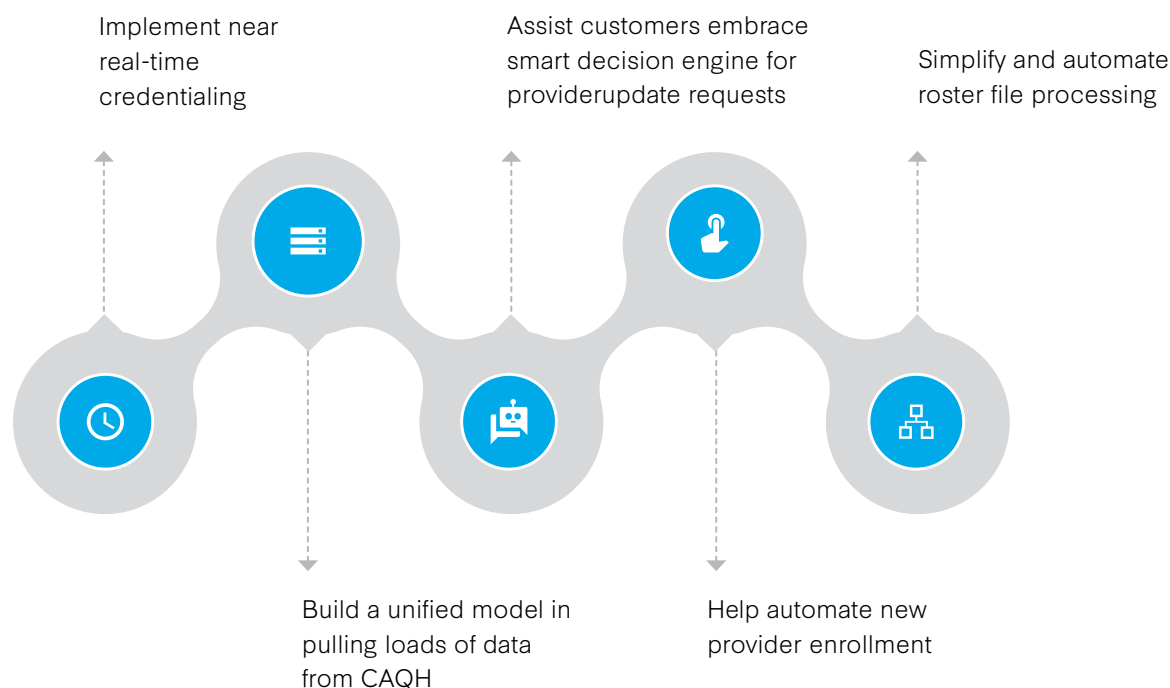
50%
Reduction in onboarding time

360°
End-to-end platform

PLM solution

$5 million
In potential savings

90%
Reduction in manual effort

Re-engineer your provider network platform with Virtusa

PLM incorporates end-to-end capabilities

- **Recruiting:** Ensuring efficient identification and recruitment of physicians to join the hospital network

- **Contracting:** Enabling agreement to the financial and legal terms of the contract between the physicians and the hospitals

- **Onboarding:** Collaborating with the physicians to collect the necessary documentation for accurate and timely setup

- **Credentialing:** Assist in validating the credentials of the physicians, before they can be onboarded on the hospital network

- **Configuring:** Setting up the physician demographics and agreed upon service details within downstream systems and directories

- **Data management:** Facilitating to manage the source of truth for provider data to ensure faster processing and automation of roster file management

Virtusa is 'FIRST' to

Implement near real-time credentialing

Assist customers embrace smart decision engine for providerupdate requests

Simplify and automate roster file processing

Build a unified model in pulling loads of data from CAQH

Help automate new provider enrollment

Virtusa helps reduce provider onboarding time by 53% for a leading payer organization

With the PLM solution, the client was empowered with automated business processes that were CMS compliant. Data consistency and enterprise reporting accuracy were significantly increased and could be leveraged across different applications. The solution was rolled out to over 15 US states. As a result of reduced onboarding time, the payer organization quickly expanded its provider network.

Partners

PEGA