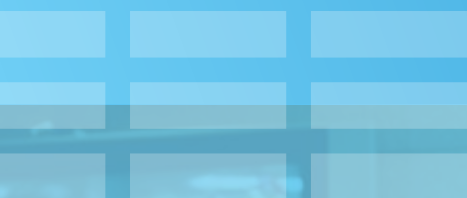


Healthcare Industry Solutions



Unique regulatory requirements, along with a changing healthcare model, drive healthcare payers, providers, PBM, Supply Chain and IT product vendors to look for solutions that help flourish amidst rapid advancement. With healthcare industry emphasizing on preventive care and wellness management, and also shifting focus towards patient-centric system, which allows greater flexibility to healthcare providers, the retail mode is gaining prominence. In order to keep pace with brisk evolution, industry players seek to improve operational efficiency while containing administrative costs. To achieve this, it is imperative to efficiently manage regulatory mandates, Medical Loss Ratio (MLR), and underwriting regulations. Further, excessive data from multiple sources calls for data digitization to facilitate better business analytics and data interconnectivity within the healthcare ecosystem.

In order to seamlessly address these requirements, we, at Tata Consultancy Services (TCS), offer Healthcare Industry Solutions to foster a patient-centric healthcare ecosystem. We gather useful insights through business analytics to enhance the overall operations. Our tools and solution digitize the patient records and provide the information across the ecosystem, thereby fostering interconnectivity.

Overview

Healthcare industry players seek new strategies to contain costs while bettering internal management processes to optimize business. There is a growing need for patient-centric business models, real time data management, greater emphasis on wellness, and eHealth and mHealth initiatives. Further, regulatory standards necessitate adherence to compliance guidelines. Healthcare enterprises and individuals therefore seek technologically advanced solutions to automate and standardize manual processes.

Our Healthcare Industry Solutions aids these needs through internal process and cost control initiatives that streamline internal management, integrate data across ecosystem, and improve business processes and operation systems. Through our customer and user initiatives, we enable real-time business analytics deployment and enhance web-based customer/ agent portals. These initiatives also enable new product development and digitization of patient records to facilitate easy data share across the system, movement toward preventive health management, and develop actionable and predictive insights into business analytics. Further to this, our regulatory initiatives help meet regulatory compliance mandates through proven ICD-10 adoption roadmap that anticipates change influence.

We equip end users with tools and real-time information, to support the transition to a patient-centric healthcare system. Our core and innovative solutions, together with business process optimization and technology services, enhance your technological ability. This helps you gain a competitive edge through improved functionality, reduced costs, and greater compliance adherence.

Our Solutions

Our global technology resources, extensive domain expertise, and dedicated healthcare solutions together enable smooth process transition. Recognizing the necessities of emerging healthcare industry verticals, we have devised specific solutions such as:

- **Core solutions.** To help you adapt to new technologies, and also integrate your primary business operations to improve your efficiency and growth possibilities. Also, to address your technology needs, the solutions offer:
 - Legacy modernization
 - Interconnected ecosystem
 - Hospital management system
 - ICD 10 solutions
 - Systems integration
 - Claims transformation
 - Portal solutions
 - HIPAA compliance
 - Healthcare operations optimization,
 - Fraud analytics
 - Clinical analytics
 - Online care
 - Business intelligence
 - Regulatory Compliance

Solutions for the Patient Centric Healthcare Ecosystem

Interconnected Domain



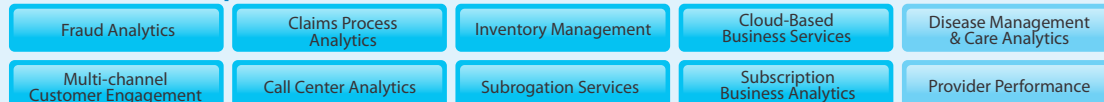
Core Solutions



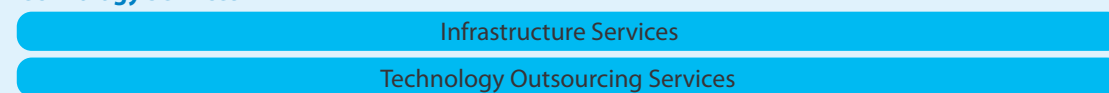
Innovative Solutions



Business Process Optimization



Technology Services



An overview of Healthcare Industry Solutions

Why TCS

- **Innovative solutions.** An upcoming patient driven market, resulting from consumer preferences and regulations, offers solutions compliant with healthcare reform. We also deploy mobile and digital solutions that are a key part of business strategy. Our next-generation technology solutions include:

- Digital strategy
- Predictive business analytics
- mHealth
- Remote Monitoring

- **Business process optimization.** Our solutions cover claims analytics, adjudication, processing and payment areas, and support your business goals through:

- Fraud analytics
- Claims process analytics
- Inventory management
- Cloud-based business services
- Disease management and care analytics
- Multi-channel customer engagement
- Call center analytics
- Subrogation services
- Subscription business analytics
- Wellness programs.
- Provider Performance

- **Technology services.** Our global IT presence enables us to offer best-in-class technology support that includes:

- Infrastructure services;
- Technology outsourcing services.

With more than three decades of insurance expertise and global operations that serve the top insurers around the world, we lead the state-of-art services to the industry. With significant successes delivered through proven processes, deep technology expertise, operational excellence, people focus, and control and compliance, we have the track record and exceptional qualifications that helps industry players to select us as their partners. We have extensive experience in supporting healthcare customers and our pool of professionals bring diverse healthcare experience and strong domain knowledge. In addition, we bring to the solution our:

- **Global Network Delivery Model™.** Our unique business model ensures the consistent delivery of high-quality, cost-effective services anywhere, at any time.
- **Solution accelerators.** We balance our offerings with our products, tools, and methodologies, which solve the challenges of IT and operations, and enable business leaders to quickly introduce higher quality products and services.
- **Innovation Labs and Co-Innovation Network™.** Our global solution centers, state-of-the-art innovation labs, and our research and development team combine into the Co-Innovation Network™, to drive and apply innovative real world solutions for the healthcare industry.

Contact

To know more about TCS Healthcare Industry Solutions, contact
healthcare.solutions@tcs.com

About Tata Consultancy Services (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

For more information, visit us at www.tcs.com

IT Services
Business Solutions
Outsourcing

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