

tcs BaNCS™



TCS BaNCS™ for Health Insurance

Redefining the health insurance value chain
through intelligent solution



Introduction

Health insurance payers need a scalable and comprehensive solution that can adapt to a dynamic technological landscape and help firms build innovative products from scratch, comply with regulatory principles, be market-ready, and foster resilience. TCS BaNCS for Health Insurance is an innovative digital platform that systematically approaches these challenges. The solution is designed to scale seamlessly with the insurance carrier's growth, ensuring consistent performance from launch well into the future.

Overview

Health insurers today face many regulatory, demographic, competitive, and technological challenges, including the need to manage mounting data traffic, preserve desired underwriting quality, establish effective communications with end customers to resolve issues instantly and optimize operations using digital technologies. The global pandemic raised the stakes and accelerated the pace of innovation for healthcare providers, and leading organizations understand the need to leverage emerging technologies such as blockchain, AI, and analytics to speed up transactions, improve efficiency, and make their operations more agile, while also delivering superior customer services in a low-touch environment. Further, an approach of API-based transactions can enable end customers to seamlessly integrate with medical third-party service providers to leverage their accounts as a powerful means to transact and allow for the initiation of various service requests — extending and creating new ecosystems for self-service and growth.

Our solution

Digital, agile, comprehensive, future-proof, and one-stop solution

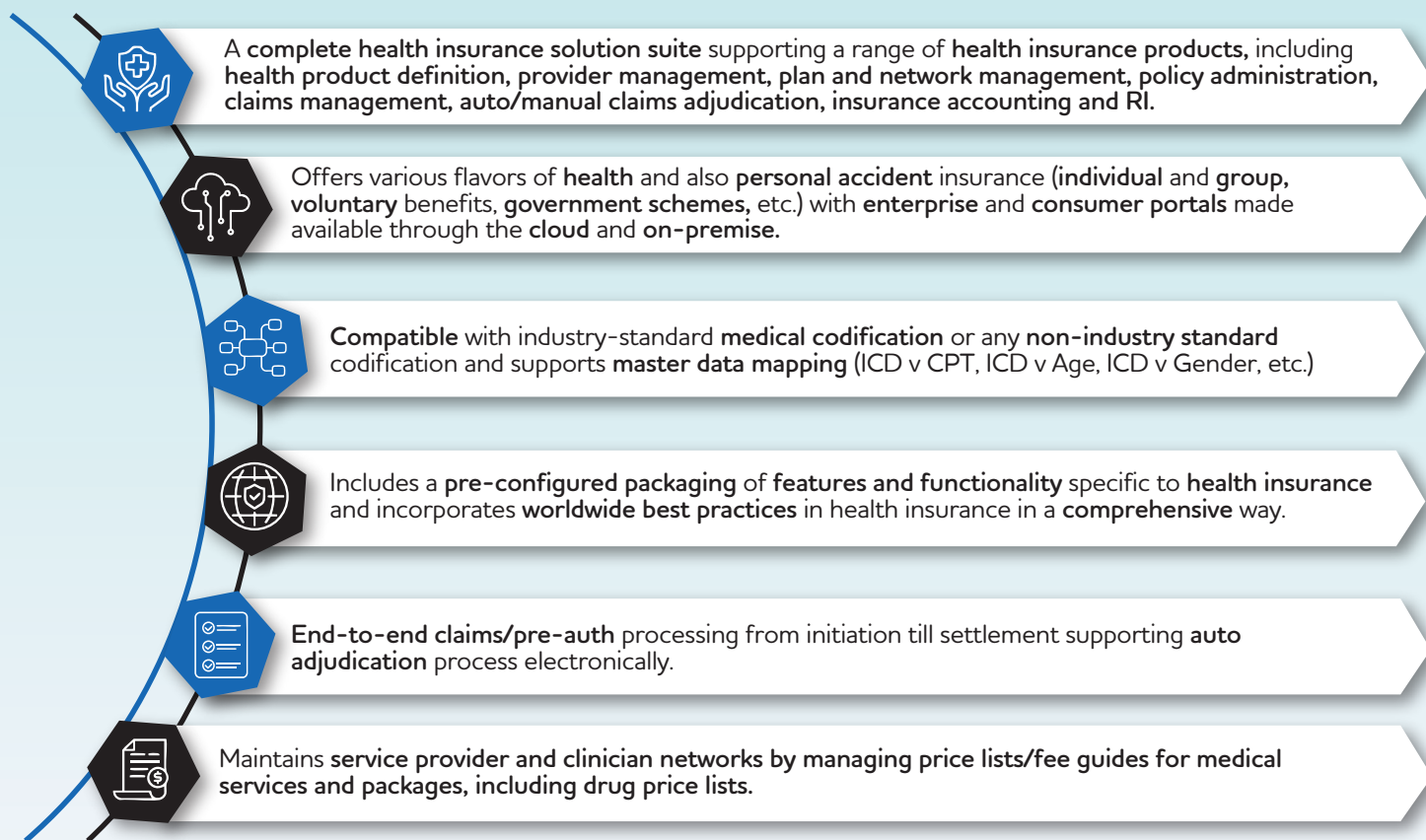
TCS BaNCS for Health Insurance is a modern, web-based, highly scalable, cloud-first solution. It offers various versions of health and personal accident insurance (individual and group, voluntary benefits, etc.) with enterprise and consumer apps made available through the cloud and on-premise, helping organizations become more agile and intelligent. The solution's parameter-driven, component-based architecture allows for flexible configuration and customization. It takes a machine-first approach with a robust workflow tool for exception handling. A multi-layered architecture retains core product features intact while delivering client-specific and geo-specific customizations through configurable parameters.

TCS' rich set of highly secure, granular APIs and microservices can help health insurers seamlessly exchange data between core and surrounding third-party systems.

Benefits

TCS BaNCS for Health Insurance enables organizations to enhance administrative efficiency and support faster growth by enhancing the end-user experience. Modules and functionality include:

- **Quicker product configuration and roll-out, enabling speed to market:** The digital insurance product configurator enables business user-defined product development and configuration with medical entity/coding compatibility, such as ICD, CPT, service code, and medical package master maintenance.
- **Underwriting and policy servicing:** Configuration-based policy administration using business rules and product restrictions. Plethora of out-of-the-box APIs for ecosystem play. All designed for efficient and accurate risk underwriting and policy servicing through rule-driven integrated workflows, enabling quicker and more informed decisions for a better customer experience.
- **Effective business partner management:** Built-in capabilities support end-to-end partner management, including onboarding, engagement, and servicing, enhancing efficiency and strengthening partner relationships.
- **Provider and network management:** Comprehensive capabilities for managing healthcare providers and networks, including empanelment, contract administration, performance monitoring, and network optimization.



TCS BaNCS for Health Insurance

- **Smart automations in claims authorisation and management:** End-to-end claims/pre-auth processing from initiation till settlement, STP support, electronic auto adjudication with guided workflows for faster and improved claim experience.
- **Communication and document generation:** It enables automated, rule-based communication and document generation across channels, ensuring timely, personalized, and compliant interactions with all stakeholders.
- **Wellness program module:** Smart devices such as fitness trackers, health monitors, and wellness applications are integrated with TCS BaNCS, allowing for continuous and accurate tracking of policyholders' health data.
- **Pre-policy medical check (PPMC)** - Supports seamless scheduling, tracking, and management of pre-policy medical examinations, ensuring faster underwriting decisions and enhanced customer experience.
- **Cloud optimized and digitally advanced** - TCS BaNCS is designed to fully leverage the benefits of the cloud environment. TCS BaNCS digital portals offer OCR technology whereby invoices and other scanned documents do not require manual data entry. Inbuilt tele and video medical underwriting capabilities.
- **Multi-capability support:** Supports multi-country operations with built-in multi-currency and multi-lingual features, enabling seamless expansion and localization across diverse markets.

The TCS BaNCS advantage

TCS BaNCS solutions are equipped with features that help boost profitability, improve customer servicing, increase productivity, and foster smooth regulatory compliance – all essential to the growth of

high-performance organizations.

- Drives performance and profitability through agile self-configuration and time to market, offer seamless user experience and offers unique features to improve productivity and customer fulfillment.
- Built-in features support seamless operational compliance with market-specific regulations and reporting needs.
- Out-of-box multi-line, multi-channel, multi-entity, and multi-currency capabilities for global insurers with seamless complete traceability.
- Cloud-optimized offering and flexible deployment models - SaaS, Managed Services, and Platforms.
- Unmatched security features that are integrated with vulnerability management, IDAM, and monitoring tools.
- Automated claim adjudication and advanced fraud control features.
- Architectural superiority with layered, componentized J2EE architecture with open APIs allowing organizations to digitally innovate and enhance ecosystem capabilities.

Empowering your organization to embrace risks, leverage new and extended ecosystems, and create exponential value, TCS BaNCS for Health Insurance fosters growth and helps insurance carriers innovate at scale and transform confidently into a dynamic and constantly evolving market.



About TCS BFSI Products & Platforms

TCS BFSI Products & Platforms is a strategic business unit that enables financial services and Insurance organizations across the globe in achieving growth, superior customer experience, reduced enterprise complexity and operational transformation by delivering end-to-end platform-based engagement models such as BPaaS, Paas and SaaS solutions by leveraging TCS BFSI Products & Platforms offerings such as TCS BaNCS™, Unified Communication Hub (UCH), Digital, etc.

To know more about TCS BFSI Products & Platforms, please visit: <http://www.tcs.com/platforms>

About TCS BaNCS™

TCS BaNCS™ solution is designed to help financial services institutions enhance end customer experience, enabling them to embrace open and innovative technologies that embody true digital customer engagement by deploying at more than 450 installations worldwide.

To know more about TCS BaNCS, please visit: <https://www.tcs.com/bancs> or write to us at tcs.bancs@tcs.com

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) is a digital transformation and technology partner of choice for industry-leading organizations worldwide. Since its inception in 1968, TCS has upheld the highest standards of innovation, engineering excellence and customer service.

Rooted in the heritage of the Tata Group, TCS is focused on creating long term value for its clients, its investors, its employees, and the community at large. With a highly skilled workforce of over 607,000 consultants in 55 countries and 180 service delivery centres across the world, the company has been recognized as a top employer in six continents. With the ability to rapidly apply and scale new technologies, the company has built long term partnerships with its clients – helping them emerge as perpetually adaptive enterprises. Many of these relationships have endured into decades and navigated every technology cycle, from mainframes in the 1970s to Artificial Intelligence today.

TCS sponsors 15 of the world's most prestigious marathons and endurance events, including TCS New York City Marathon, TCS London Marathon and TCS Sydney Marathon with a focus on promoting health, sustainability, and community empowerment. TCS generated consolidated revenues of US \$29 billion in the fiscal year ended March 31, 2024. For more information, visit www.tcs.com

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