

Modernizing health care: Joan's journey

To create a modern, transparent health system where the aim is for everyone to win, we need to remove friction and complexities within health care.



Dr. Smith

Wants to enable quality care delivery for Joan and a

predictable revenue stream.



Joan

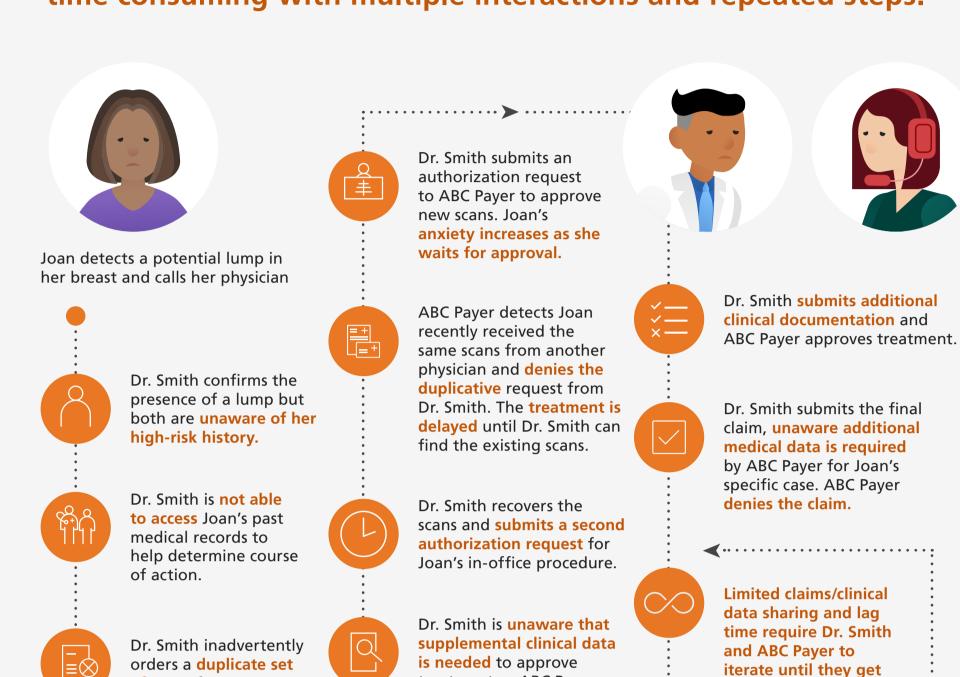
Wants the best possible care and a better understanding of next steps and costs.



ABC Payer

Wants claims and payment accuracy to enable optimal patient outcomes.

For Joan, Dr. Smith and ABC Payer, the health care experience is time consuming with multiple interactions and repeated steps.

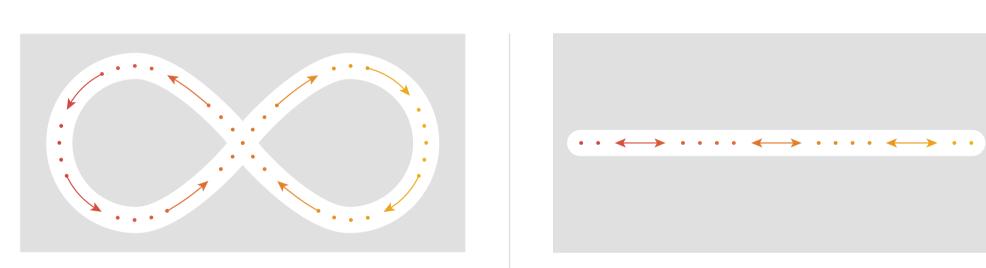


We need a different experience for all

treatment — ABC Payer

denies the request.

Accelerating approaches to a transparent network



health care experience

Challenged

of scans for Joan.

in the right place at the right time with the right context is difficult and complex.

Inherent delay and disconnected flow of

information between providers, payers

Provider, payer and patient interactions

are focused on working through approvals,

and patients.

denials and exceptions.

Connecting clinical and claims information for use



Proactively combine and share clinical and cost information. Share payer payment options upstream into provider claims workflows to validate claims based on payer agreements and

Transparent

health care experience

it right.

required clinical data. Drive real-time clinical information to the point of care for more informed and clinically advanced patient decisions and improved care delivery. Eliminate prior authorization roadblocks.



Facilitate the provider-payer flow of clinical and cost information at scale to increase efficiency.



Digital technology modernizes and streamlines financial processes and delivers evidence-based

patients is often manual and fragmented.

Financial experience for providers, payers and



options and costs patients can navigate.

Preliminary contact Provider/patient interface Provider/payer interface

Joan's ideal health care journey benefits everyone.

• Dr. Smith finds a breast Dr. Smith and ABC Dr. Smith submits the During Joan's annual check-up, Dr. Smith uses lump and is able to Payer have treatment claim to ABC Payer. evidence-based models **seamlessly** consult

high-risk patient for breast cancer. Dr. Smith and Joan proactively discuss and agree an exam is a good

to determine she is a

- addition to this visit.
- in real time. Scans from Joan's previous physician help Dr. Smith determine the **next best step** is an

Joan's medical records,

- out-patient procedure. Joan schedules the procedure at her earliest convenience.
- - alignment for Joan's standard of care. Joan is informed by
 - Dr. Smith performs Joan's procedure and associated tests; the

costs at point of care.

Dr. Smith of options and

- results support a noncancerous diagnosis.
- The claim is processed and paid quickly.

experience for Joan.



visits and imaging results.

Quality patient care is achieved.



cost of care.

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