

## Business Process as a Service

Expert cloud solutions for modernizing health care



Optum<sup>®</sup> Business Process as a Service (BPaaS) offers health plans a new approach to managing core administrative processes. We leverage cloud automation and highly efficient, integrated solutions as a Service to help you improve consumer experience, manage financial risk and drive down costs. BPaaS provides automation to drive greater process efficiency and the ability to adapt to change, enabling you to stay current — even become proactive — without the burden of maintaining the processes and their infrastructure in house.

### **Business process as a service makes sense in today's rapidly changing technological and regulatory environment.**

Health plans face a number of challenges — both inside their walls and in the markets they serve. Externally, local and national competition has driven payers to become more innovative, resulting in the creation of new member services and increasingly complex profitability models. Internally, they must become more efficient with existing business processes or add new ones to support new member offerings. Taken together, these forces can push technology, staff, capital resources and the organization's ability to execute beyond their limits.

According to industry sources, most payers, providers and risk-bearing entities are turning to cloud solutions such as BPaaS to meet the challenge. The reasons most frequently cited are:

- To lower per member per month (PMPM) administrative and medical costs
- To add new process capabilities without taking on large capital expenditures
- To obtain the higher level of security associated with the cloud best practices
- To gain the agility to respond, rather than react, to change
- To remove the risk inherent in creating or changing processes
- To eliminate capital and recurring investments on technology platforms and applications



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## Optum Business Process as a Service

- Secure and elastic infrastructure managed by Optum
  - Consolidated best in class platform and applications
  - Flexible to meet your needs
  - Global resources
  - Health plan management expertise
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**Optum stands out because of our unique mix of expertise across the health care ecosystem — technology, data and experience to face the challenges of modern, connected health plans.**

### Maximize efficiencies with an integrated approach

As a health services and innovation company, Optum focuses on modernizing health plans and improving outcomes through fully integrated operations. This integrated approach removes friction among processes, lowering total PMPM cost of ownership across the entire operation.

### Expand operations without taking on more risk

Whether modernizing existing health plans or creating new ones, our integrated approach and comprehensive capabilities help you maintain compliance and efficiency. We provide the operational process automation and help you develop better strategies to take on and manage financial risk.

### Respond swiftly to change

Optum BPaaS uses its health care-focused resources to keep pace with regulatory, technical and business changes, managing change as a service, without business disruption.

### Drive faster to value-based care

We help enable value-based care with solutions that relieve health plans of administrative work and let you focus on delivering high-value services to consumers and other business goals.

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For more information on how Optum BPaaS can help your organization, please contact:

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**Visit: [optum.com](http://optum.com)**

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