


CASE STUDY



While some ‘partnerships’ never go higher than their own bottom lines, Sutherland delivered results even while retaining a pricing structure that allowed virtually all savings to flow directly to the client. 

**Automation | Claims Administration
Provider Data Management**

About the Client

A top-five health plan and one of the largest providers of Medicare Advantage plans.

Client Challenge

Like many health plans grappling with the Affordable Care Act’s mandates, our client needed to reengineer their current processes to reduce costs and improve turnaround time. And to do that, they needed wholesale process automation. To realize automation’s full benefits, the client wanted to work with a vendor offering more than a cookie-cutter, single-issue solution that automated only one area and was based on a transactional payment model. Instead, the client needed a partner with the qualified personnel and targeted experience necessary to help identify opportunities for automation. And, that partner needed the ability to identify those opportunities, as well as to execute them across service lines, to improve them over time, to outpace market forces, and to be willing to craft contracts that would allow the savings to flow directly to the client.



The Sutherland Transformation

Embracing our client's goal of rethinking the status quo, Sutherland took a broad view of the client's overall operations. Rather than limiting our strategy to tinkering with the client's already effective clinical procedures, Sutherland deployed trained personnel across service lines to identify non-clinical automation opportunities. Other vendors might have hesitated at such a strong and far-reaching partnership—one in which the value of the automation to the client meant potentially reducing our own revenue.

Partnership results

Sutherland identified and delivered 17 separate automation solutions, and we continue to find more. Claims, credentialing, and customer support all saw increases in efficiency, errors were reduced, and virtually all the savings went directly to the client.

3,300 manual hours
saved annually in
claims processing

As a process transformation company, Sutherland rethinks and rebuilds processes for the digital age by combining the speed and insight of design thinking with the scale and accuracy of data analytics. We have been helping customers across industries from financial services to healthcare, achieve greater agility through transformed and automated customer experiences for over 30 years. Headquartered in Rochester, N.Y., Sutherland employs thousands of professionals spanning 19 countries around the world.

For more information on how we can help you transform your processes, visit us at www.sutherlandglobal.com, email us at sales@sutherlandglobal.com or call 1-800-388-4557 ext. 6123.

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