

HEALTH SERVICES FOR HEALTH INSURANCE COMPANIES

Intelligent End-to-End Automation

December 2022



The Power of Possibility

SAVE TIME WITH STATE-OF-THE-ART TECHNOLOGY

Save time by automating the manual processing of incoming and outgoing mail

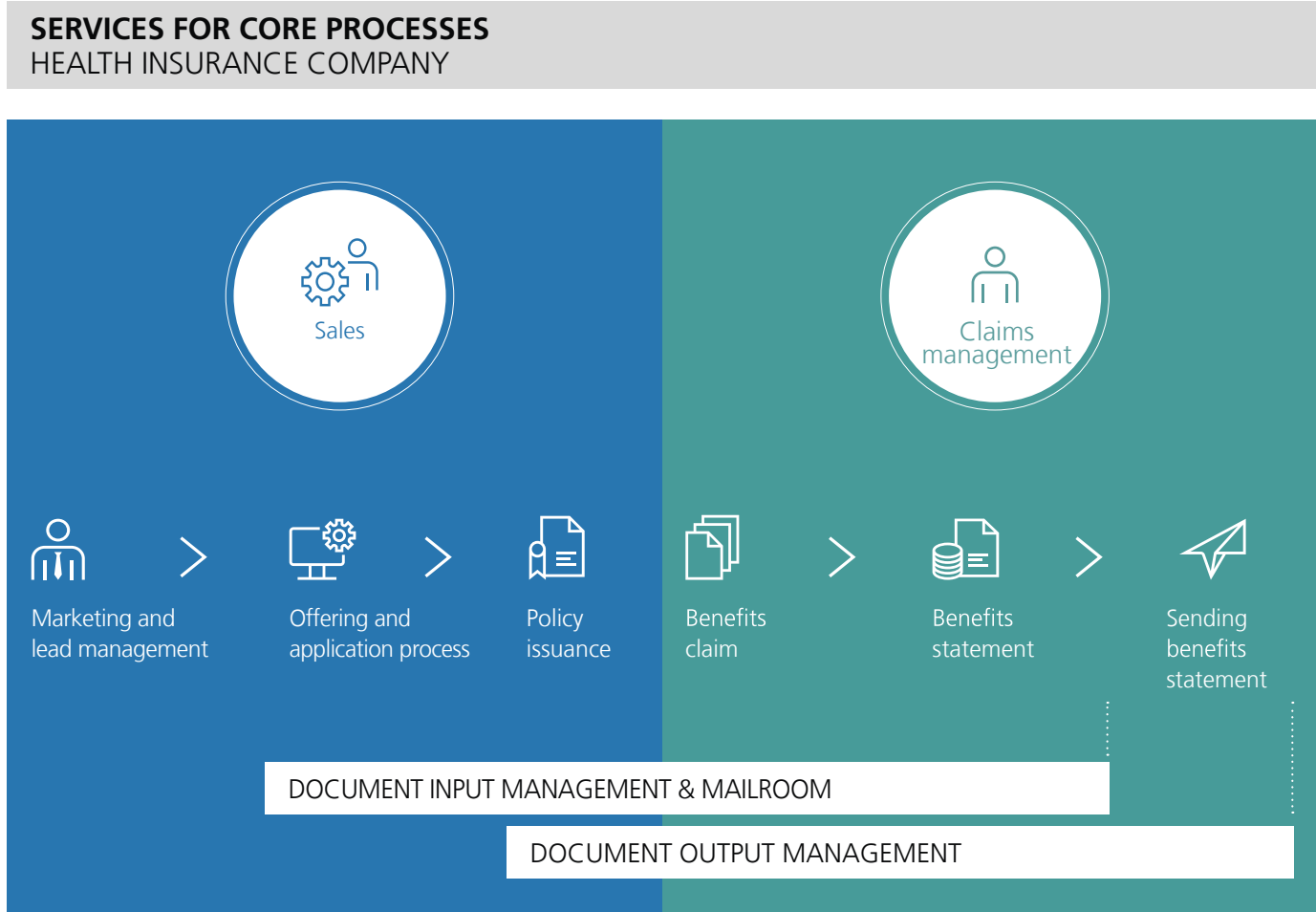
With automated end-to-end solutions for Swiss health insurance companies’ core and support processes, SPS significantly speeds up processing times.

Our solution offers you the following advantages:

- Immediate access to the required information, such as for processing and assessing benefits
- Prompt response to customer queries and complaints
- We deal with any technology issues for you and handle peaks in your business thanks to our pooling approach
- Sustainable and profitable optimisation of your information flows – regardless of whether you process all your physical and digital incoming mail or only certain document types



With automated end-to-end solutions for Swiss health insurance companies’ core and support processes, fully tailored to their requirements, SPS significantly speeds up processing times.



Use of state-of-the-art technology

With the help of intelligent automation, SPS combines established outsourcing services such as scanning, optical character recognition (OCR), data collection and extraction with robotics and artificial intelligence.

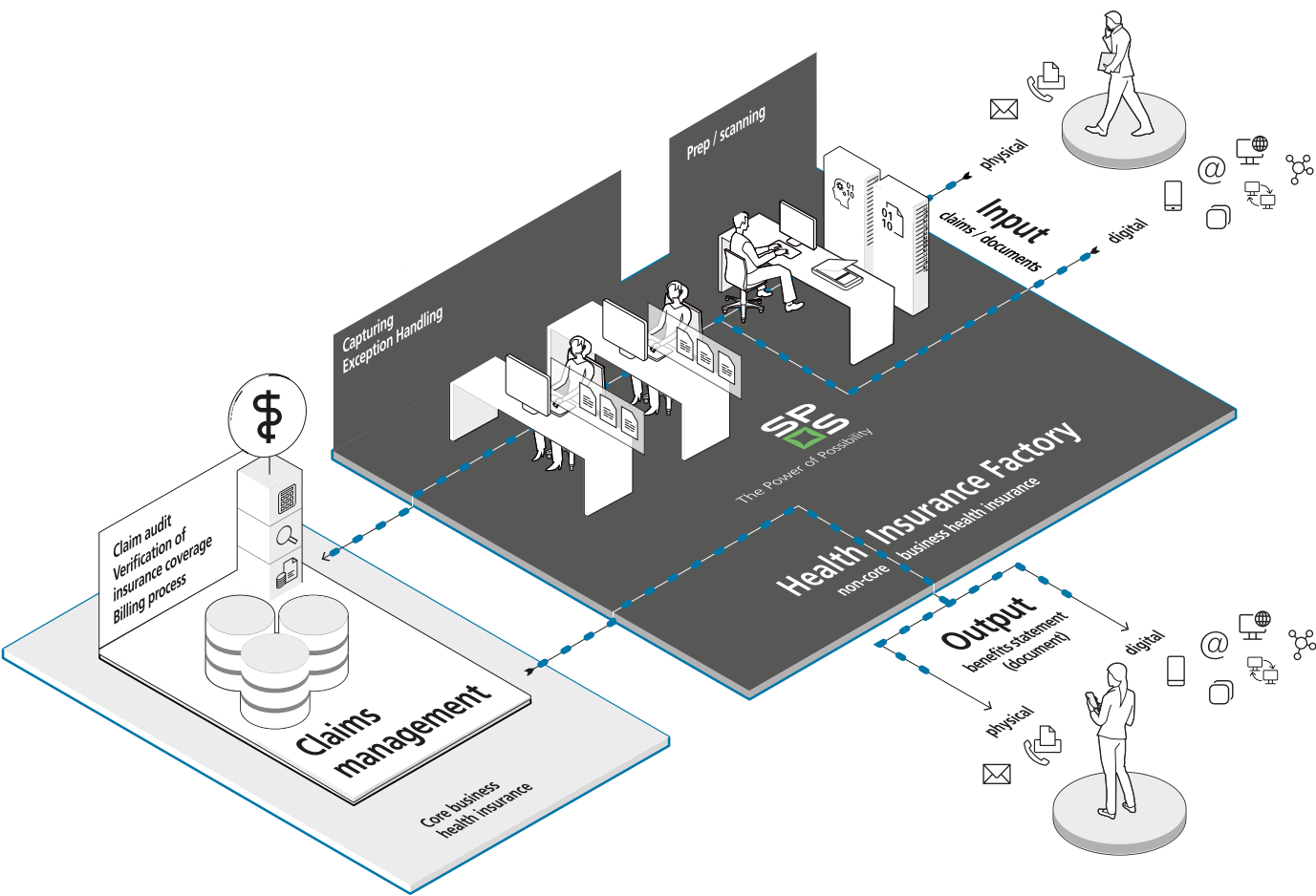
When carrying out the services, SPS uses state-of-the-art solutions for job preparation and scanning, combined with classification and capturing technologies for recognition. This offers the following benefits:

- **Efficient scanning** of invoices and customer documents
- **High degree of automation** in the physical and digital reading of customer correspondence, incl. email/portal/app (and photos of doctor’s bills/receipts)
- **Incoming mail processed within one day**, including prioritisation, digitisation and post-processing
- **Professional qualification** and enrichment of data, as well as entry in customer systems
- **Physical or digital distribution** of benefits statements and other documents to the customer

THE HEALTH INSURANCE FACTORY

INTELLIGENT END-TO-END AUTOMATION

Our Health Insurance Factory specialises in receiving your physical (letter, fax) and digital incoming mail (SMS, email, web portal, app, EDI, IOT) across all communication channels (omni-channel approach). We sort, classify and capture your documents (e.g. cost reimbursement and TARMED invoices) and make the data available directly in your target system. The Factory helps you with data preparation that isn't yet included in your core application. SPS customers can thereby focus on their core activities. They save a lot of time because we relieve their staff of simple and repetitive administrative tasks. The Health Insurance Factory also takes care of the entire output management and professionally prepares all outgoing information (paper brochures, mailshots, customer data on the portal, etc.) for all possible communication channels, as well as handling the distribution to your customers. Please find a visualisation of the process described below.













ADVANTAGES

THE HEALTH INSURANCE FACTORY

You benefit in many ways:

With this state-of-the-art service, all types of documents can be processed on the same day, irrespective of which interaction channel the customer chooses. Documents can be received both physically and digitally, then sent from the Factory in the desired form. And thanks to the Factory's efficiency and SPS's many years of expertise in document processing, the Health Insurance Factory easily handles day-to-day requirements, as well as planned and unforeseen peaks. All processes within this 'Factory' meet the Swiss data protection guidelines of FOPH and FINMA.

The individual components of the Health Insurance Factory give rise to various economies of scale. The main characteristics of the Factory are as follows:

 <p>Standardised processing Standardised processing with customer-specific or standardised SLAs and policies, depending on the customer's wishes</p>	 <p>Same day & omni-channel With the Factory approach, customer information can be processed on the same day across all communication channels</p>
 <p>Experience Extensive experience in information management with expertise in the health insurance industry</p>	 <p>High degree of automation at over 60% in the physical and digital reading of customer correspondence, incl. email/portal/app</p>
 <p>Location Central processing at our Swiss service centre</p>	 <p>High security thanks to compliance with regulatory requirements (DSC, ISO/IEC, ISAE, GDPR) as well as data encryption, record keeping and transparency</p>
 <p>Higher customer satisfaction through reduction of throughput times and improved service quality</p>	 <p>Quick roll-out with a tested standard process in an introductory project</p>
 <p>Predictable costs thanks to standardised, automated and centralised services</p>	 <p>Transfer of employees If required, SPS can take on the employees who are currently involved in the processing activities</p>

SPS FACTORY APPROACH

MULTI-CLIENT SERVICES



People

- Process and technology experts
- Self-managed operational processes
- Onshore and offshore options
- Systematic qualification of resources



Processes

- Extensive expertise in industry and business functions
- Standardised, first-class process modules
- Rapid process adaptation and provision
- Innovation initiatives and process upgrades



Technology

- Multi-client IT platform
- Leading orchestrated applications
- Interfaces to primary enterprise systems
- Shared sites and equipment
- Safety and business availability



Learn more about
www.spsglobal.com



The Power of Possibility