



Five Ways Appian Drives Healthcare Transformation

BETTER SERVE YOUR MEMBERS AND PROVIDERS ACROSS THE DIGITAL CARE CONTINUUM

Are you focusing on digital transformation as a top priority and searching for the best technology to drive change at your care organization?



Increasing volumes of medical data, new devices and treatments along the digital care continuum, and rising demands from members and providers are forcing health plans to transform. Moving beyond the unsustainable point solution approach of the past is critical.

In order to deliver next generation care, organizations must find ways to integrate existing investments with emerging technology on a single rapid application development platform. Discover the benefits of a unified view of data, members, and providers

on a low-code platform: speed to delivery, improved provider and network services, streamlined clinical care operations, maintained security and compliance, and digital power to innovate.

Here are five ways Appian drives innovation across the digital care continuum:



SPEED TO DELIVERY

Appian is fast. In fact, application development on Appian can be up to 20X faster than traditional development. That's because of Appian's low-code platform approach, which is bolstered by visual tools and drag-and-drop functionality. In Appian, you don't code an application, you draw it—like a flowchart.

Your IT organization can rapidly build and deploy natively-mobile apps, and empower business users and citizen developers to do the same. What this really means for healthcare organizations is speedier delivery for your critical applications, with customizations specific to your company.

*Appian customers have been able to **deliver an average of 38 applications over three years, resulting in greater than \$12 million in incremental business value delivered per year.***

— FORRESTER RESEARCH TOTAL ECONOMIC IMPACT ASSESSMENT OF THE APPIAN LOW-CODE PLATFORM

Speed enables your organization to easily pivot and move to meet market demands, allowing you to achieve the flexibility and business agility needed to attract, serve, and retain members.



IMPROVED PROVIDER AND NETWORK SERVICES

Appian can manage the entire provider lifecycle, from recruitment and enrollment through credentialing, claims processing, and appeals and grievances.

The unified, intuitive platform provides a single source of truth for provider data that integrates with legacy systems, eliminating the need for manual exchanges and isolated spreadsheet environments. With a complete view of providers, payers can quickly find and take action on information in real-time, such as updating clinician credentialing or network directory changes.

Organizations can also transform claims and payment operations with leading process automation capabilities that speed processing time while providing audit history for appeals and grievances. This, in turn, improves the relationship between payers and providers, reduces the risk of fines for outdated directory information, and improves satisfaction for members who receive accurate billing the first time.

In just four weeks, one Appian customer delivered a fully-mobile Site Provider Inspection application that reduces the time to credential new providers, saves significant time in managing the process, and improves relations with providers by presenting a more professional and streamlined process. Appian now provides a single point of entry for recruiting, credentialing, and all interactions with this payer organization's provider network.



STREAMLINED CLINICAL CARE OPERATIONS

Appian enables healthcare payers to coordinate effective and timely care for members.

Utilization management and prior authorization steps can be efficiently automated using advanced process modeling and robotic process automation (RPA) capabilities to deliver more cost-effective and high-quality care. Plus, applications built with Appian are natively-mobile, working seamlessly on any device and enabling employees to perform their jobs in the optimal location to provide the best care experience for members and providers.

With Appian, payers can create a real-time, unified view into member health and outreach history by integrating relevant data from all sources throughout the care continuum, including Internet of Things (IoT) connected health devices. Additionally, payers can build member portals and contact center applications that leverage advanced data analytics, powered by machine learning algorithms and artificial intelligence (AI), to deliver personalized care.

A health plan with over 10 million members leveraged Appian's process automation and management features to increase accuracy in pre-authorization decisions, eliminating errors and delays from manual processes. Authorization rules automatically provide details as care advocates enter information, and escalations are automatically routed to higher levels for approval or review as needed.

Reimagine how to win, serve, and retain members by having actionable information at your fingertips when you need it.



POWER TO INNOVATE

Appian is a powerful platform capable of transforming the enterprise. Advanced business process management, case management, and collaboration capabilities help to bridge core systems and tackle enterprise-wide transformation efforts. RPA controls are built-in to Appian, and Blockchain is easily integrated.

Appian's integration capabilities can aggregate data from thousands of sources, breaking down silos and unlocking valuable information from across the care continuum into a single view. The scalable architecture of the platform supports performance across any number of users, so organizations can roll applications out globally with confidence.

The Appian platform allows us to integrate and bring together what would be otherwise disparate processes and data, so that we can understand where's the right place, the right time, and the right quality of care delivery for a given patient.

— PHIL MERRELL, CHIEF INFORMATION OFFICER, AIM SPECIALTY HEALTH



SECURITY WITH HIPAA AND PCI COMPLIANCE

Appian Cloud is HIPAA and PCI compliant and enables customers to quickly build secure applications. Increased complexity of regulatory compliance requirements is a serious concern for healthcare organizations. Lack of visibility and controls for governance and regulatory compliance can be costly and time-consuming.



Appian provides a Business Associate Agreement (BAA) certifying that Appian Cloud instances are compliant with HIPAA and PCI requirements. Your healthcare organization can then build and deploy business applications that utilize Protected Health Information. Further, Appian Cloud maintains the latest security requirements as part of a continuous monitoring framework, allowing healthcare payer organizations to focus on building applications that best serve providers and members.



Appian Cloud is ideal for supporting our mission to help healthcare organizations rapidly leverage technology, while reducing cost and risk.

– INGOLV URNES, PRINCIPAL, PSHEALTH

By spending less time on the configuration and infrastructure challenges of governance, risk, and compliance, organizations can become more agile and responsive.

Appian

Appian provides a leading low-code software development platform that enables healthcare organizations to rapidly develop powerful and unique applications. The applications created on Appian's platform help companies drive digital transformation and competitive differentiation. For more information, visit www.appian.com