

## Appian for Healthcare Payers

### MEMBER ENGAGEMENT AND MONITORING

- Increase member satisfaction and retention
- Provide a single source of truth for member information
- Deliver mobile capabilities for easier benefit access
- Increase claims processing speed and accuracy

Right now, an era of choice in the healthcare marketplace has made it more important than ever for insurers to further engage with their members. Factors such as transparency of benefits, easy to use mobile tools, and an accurate provider directory are key when it comes to retaining members who often have a plethora of healthcare coverage options.

When it comes to handling their own healthcare needs, members demand privacy, accurate information, and assurance that their claims are paid correctly the first time. They also demand that the online directory of in-network providers from their insurer is updated in real-time to avoid out of network bills.

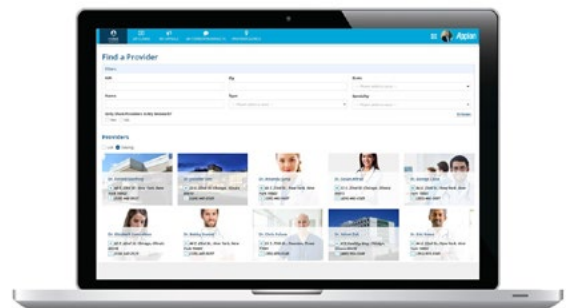
With the wide variety of digital tools available to healthcare payers, how can your company set itself apart and provide members with a seamless, stress-free way to handle their personalized healthcare journey?

### MEET THE CHALLENGE

With Appian, members can get the coverage visibility they expect, and payers can provide that top-notch experience in an easy-to-use, low-code interface.

Syncing up databases from a multitude of payer sources and devices, Appian makes it possible for payers to design an engaging member experience. With Appian, payers can enable members to see their claims status in real-time, find in-network physicians, and know their out-of-pocket costs before a procedure even occurs.

Appian also gives payers the ability to confirm they're reimbursing providers correctly the first time, thus, decreasing member frustrations with unnecessary billing.



### FOCUS

With a comprehensive member engagement and monitoring application, your member operations can run smoothly, enabling insurers to focus on:

- Member satisfaction, including making sure members understand what's covered versus what's not on their plan
- Easy to understand and easy to use preventative care tools for members to improve their overall health and cut down on costs for both payer, and member
- Providing accurate reporting to required federal and state agencies, such as Medicaid, CMS, State Health Exchanges, etc.

### TAKE CONTROL

Appian gives organizations the ability to quickly build, deploy, and scale enterprise clinical care applications for:

- Clinical Policy Management
- Clinical Prior Authorization
- Referral Management
- Health Risk Assessments
- Care Coordination and Care Management
- Disease Management
- Utilization Management
- Clinical Contact Center

### PREPARE FOR THE FUTURE

The future of healthcare depends upon the ability to quickly adapt and provide quality and convenience for providers, payers, and most importantly, members.

It takes speed and power to deliver transformational healthcare solutions. The Appian low-code application platform provides both.

With Appian, organizations can build web and mobile apps faster, run them on a HIPAA-compliant cloud, and manage complex processes, end-to-end, without limitations.

### HEALTHCARE ORGANIZATIONS TRUST APPIAN:



# Appian

Appian provides a leading low-code software development platform that enables 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](http://www.appian.com)