ELEVATING CARE MANAGEMENT FOR A HEALTH PLAN COVERING 4.7 MILLION MEMBERS

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Our client is a regional nonprofit health plan in the US, committed to the holistic well-being and health equity of their community. They provide Individual, Group, Medicare, Medicaid, Dental and Vision plans to the West Coast.

Key Challenge

Drawing Insights for Incentivized Outcomes

Slowed down by inefficient systems, our client wanted to incentivize health outcomes by integrating the member health records on the cloud. However, the sheer volume of data with nearly 30 million member history records and 40 million clinical history records across systems, presented a challenge.
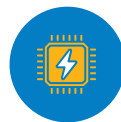
The Solution

Launching Up To The Cloud

Enabling our client's cloud transition, Infosys designed and implemented a vault-based Cloud Data Platform program for our client to establish a foundational data model with clinical data sources and core business domains. This improved operations which in turn led to enhanced member and provider experiences.

Delivering Harmonic Operations

High Processing Power

Implemented a tiered data architecture that supports data of any shape, runs multiple workloads without contention and builds core capabilities

Creating a Data Cloud

Automation-based and pattern-driven approach with 'Wherescape'-based data acceleration in data vault design and snowflake-based ELT pipeline development

Quick Access to Information

Integrated a cloud-based clinical information platform with SalesForce using APIs, enabling quick access and analysis of data.
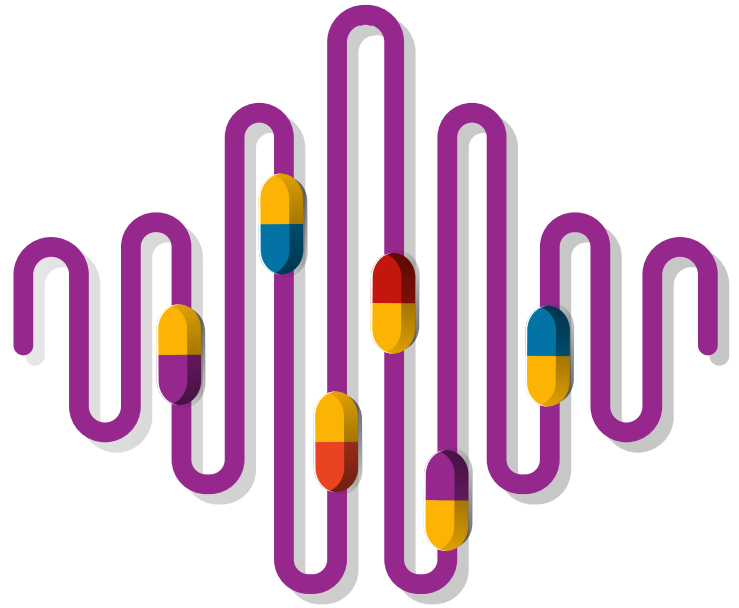
Benefits

Measuring the Value of Excellence

With their new cloud data platform, our client now benefits from efficient operations with new capabilities like:

- **High-Speed Searches**
  2x Improved speed in identifying member cohorts

- **Speedy Experiences**
  Data Load for 3B+ records with 5 years of history and 300+ data vault objects, now happens in a few hours

- **Accessible Reporting**
  Self-service reports now enabled, eliminating requests for ad-hoc reports

Alongside Infosys, our client has freed themselves from legacy data storage systems and achieved operational excellence powered by the cloud. They can now continue to uphold their commitment to care for their communities with efficient customer service.

Infosys Healthcare Practice

Infosys empowers healthcare organizations to streamline intricate ecosystems, uniting processes, data and core systems.
By forging seamless connections across the value chain, we pave the way for harmonized healthcare journeys that enhance
connectivity between members and patients, fine-tune operational costs and orchestrate speed-to-market.

Learn more about how we enable organizations to amplify their possibilities and drive transformative growth.

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