ABOUT SIMPLUS
an Infosys company

Simplus exists to make complex things simple.

THAT'S WHAT WE DO.

OFFERINGS

- Advisory Services
- Managed Services
- Change Management
- Data Integration
- Implementation Services

PRODUCTS

- Revenue Cloud (CPQ and Billing)
- Sales Cloud
- Service Cloud (FSL)
- Community Cloud (Experience Cloud)
- Commerce Cloud (B2B, B2C)
- Marketing Cloud
- Pardot
- Industry Clouds
- Sustainability Cloud
- DocuSign CLM

INDUSTRIES

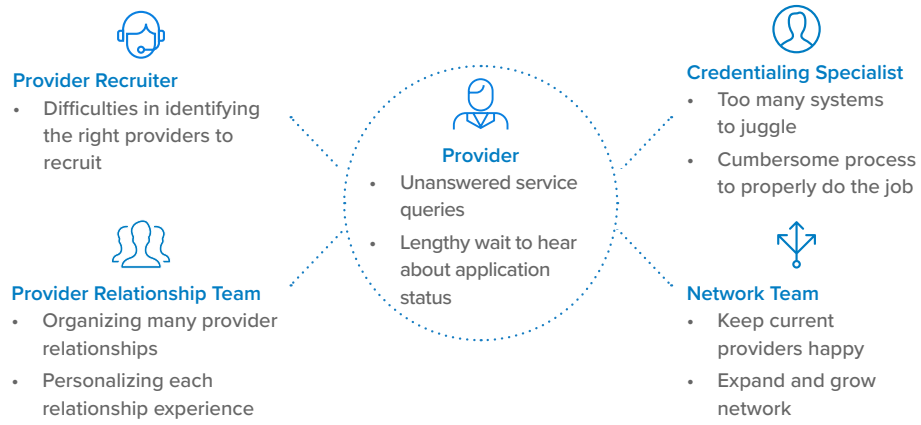
- Communications and Media
- Education and Government
- Financial Services
- Healthcare and Life Sciences
- High Tech/ SaaS
- Manufacturing
- Professional Services
- Retail and Consumer Goods
- Travel, Transportation, and Hospitality
- Utilities and Energy

PROVIDER NETWORK MANAGEMENT ON SALESFORCE HEALTH CLOUD

Provider networks juggle a lot. From credentialing needs and applications to relationship specialists and growth aspirations, it can often seem like there is always someone unhappy with the way things are done. **The Provider Network Management solution is designed to find a way to meet everyone's expectations with ease.**

DE-STRESSING THE PROVIDER NETWORK

There are many priorities at play in any provider network, it's a hub of activity, but it shouldn't be a headache every time a recruiter seeks to enlist a new provider or every time a provider wants to check on their application status. The repeating tasks of every role in the provider network can be streamlined and given the cloud treatment to make healthcare administration easier for everyone involved. The graphic below depicts the complexities of the provider network. Keep reading to see how our PNM solution can de-stress and level up your end-to-end care experience.



We help set the "Stage 0" of Provider Network Management for IT teams and business teams to truly design the right product backlog and integrations. We provide a "**Stage 0" demo-ready instance** for Provider Demographics from Salesforce within **8 weeks.**

PNM CARE TEAM IMPROVEMENTS

BEFORE PROVIDER NETWORK MANAGEMENT		AFTER PROVIDER NETWORK MANAGEMENT
• Poor visibility into provider satisfaction and weak provider experience	→	• Self-service capabilities via a provider portal and built-in functionality for preferred method of communication
• Too many applications with different use cases and purposes to clearly identify	→	• Consolidated applications through automation and a provider-centric network housed on Salesforce
• Difficulty maintaining current provider directories	→	• Manage KPIs, provider directory, and overall satisfaction while also pursuing network growth

PROVIDER NETWORK MANAGEMENT ON SALESFORCE HEALTH CLOUD

The Provider Network Management solution, through its innovative approach to all functional areas of the network, encourages users in any role to create more fulfilling, outcome-oriented relationships within the network. With a focus on managing both provider data and provider relationships, this solution reshapes the way we view interactions within a provider network. Take a look at how PNM can innovate the needs and wishes of every role in your network:

Provider Recruiting & Application

- Leveraging Marketing Cloud to segment providers, create campaigns, and target providers with omnichannel communications
- Create a Provider Portal for easy self-service and tracking of applications

Provider Credentialing

- Streamline common pain points in the credentialing process such as provider site visits, rating, next steps, and defining criteria
- Receive automated updates on the progress made with each provider
- Integrated with CAQH and other third parties to speed up the process
- Leverage our integration accelerator equipped with a defined Provider Experience approach

Provider Negotation, Contracting, Fee Schedules

- Remain compliant and organized with CLM's contract analytics, contract standardization, and contract repository
- Leverage automated workflows to streamline tedious contract back-and-forth revisions
- Increase time to revenue and visibility with digital redlining and e-signature

Provider Onboarding

- The Provider Portal set up at time of recruitment and application also functions as a hub for ongoing self-service needs, provider training, policy library, and monitoring of other onboarding materials

Provider Services

- Schedule provider site visits and prior authorization
- Access claims, appeals, and payment information
- Reattest data and general inquiries
- Update provider information, including fee schedule updates

Networking Utilization & Management

- Monitor patient and provider experience
- Evaluate financial adequacy (capitation, fee for service, etc.)
- Analyze on the population level based on appeals, cases, credentialing, etc.
- Assess overall network participation and coverage

OPTIONAL ADD-ON: NETWORK AS A SERVICE (NAAS)

This add-on for the Provider Network Management solution allows users to package and lease out their provider network to other PPOs or, in other words, provide their network as a service. Functionality with this NAAS add-on includes...

- Setting up your sales team
- Opportunity management
- Packaging provider network
- Commission management
- Territory management

Focus your provider network on provider relationships with the Provider Network Management solution.

WHY SIMPLUS?

Simplus manages the Salesforce practice for Infosys in North America. Our services include program advisory, platform implementation, organizational change management, data and systems integration, solution accelerators, and managed services. We are the top-rated consulting choice based on customer feedback (4.9/5 CSAT) from over 5,000+ successful projects, with unparalleled advisory and OCM expertise unlocking more value for your clients.

We have experience with multiple clients across industries on contact center modernization initiatives. And so much more. Let's talk.

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TRUSTED ADVISORS

8000+ consultants **800+** OmniStudio Talents—the largest talent of OmniStudio SI developers available worldwide