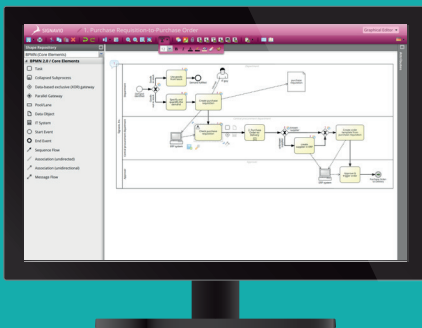


Best Practices

Business Process Management for Health Insurance – Guaranteeing Compliance & Eliminating Risk



“The Signavio Process Editor offers possibilities we simply wouldn’t have with other tools.”

No industry is more inseparably tied to the regulations that govern it than health insurance. HIPAA and the Affordable Care Act were both clearly monumental from the start, and amongst other legislation, they continue to define the landscape. The compliance issues posed by ever-expanding regulation loom large, but a solution is possible thanks to Signavio Process Manager.

BPM for Health Insurance

Health insurance is unfortunately associated with a great deal of inefficiency and inconsistency, largely due to endless regulatory legislation. This level of regulation is unlikely to go away anytime soon, but insurers can still operate in a way that satisfies consumers and promotes growth. Health insurance organizations that utilize BPM and Signavio Process Manager do just this, by identifying and solving many of the bottlenecks that frustrate industry participants.

Areas of risk and potential compliance errors also come to light when modeling processes through Signavio Process Manager. HIPAA or ACA violations can be costly and embarrassing for insurers and inconsistent processes are often the root cause of these errors. Modeling processes not only ensures compliance now, but also allows for dynamic responses to future legislative changes. Rather than redefining an entire process, insurers are able to isolate the areas altered by new regulation and easily communicate with affected employees.

Signavio Process Manager, part of Signavio Business Transformation Suite, is the best tool on the market for quickly and accurately docu-

menting the processes that comprise a business's operations. With its intuitive interface, Signavio Process Manager allows users to begin visualizing processes on Day 1 of their business transformation initiative. Once processes are clearly outlined, all involved parties have a full picture of their current responsibilities and connections to other departments, and can determine easily where improvements need to be made.

In the end, customers benefit the most from the optimization of processes. Dealing with health insurers can be a significant additional stress for people during already trying times. Health insurers with top-notch processes can alleviate some of this frustration by providing efficient services that provide customers with the best coverage plans possible, then make it easy for them to access coverage when they need it most. Rather than being a point of frustration, these organizations function as a means of support.

A 30-day free trial of Signavio Process Manager is available at www.signavio.com/try. See how easy it is to get started on your business transformation.

At a glance

- > Process modeling, analysis, and improvement
- > Stay compliant to HIPAA, ACA and more
- > Quickly launch BPM initiative thanks to intuitive interface
- > Respond dynamically to changes in regulation
- > Improve customer experience and satisfaction

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Questions? Send us an email.
✉ info@signavio.com