



Conduent Enhancements to HSP Core Claims Administration Solution Help Payers Maximize Value through Business Process as a Service Infrastructure

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FLORHAM PARK, N.J., Oct. 25, 2021 (GLOBE NEWSWIRE) -- [Conduent Incorporated](#) (Nasdaq: CNDT), a business process services and solutions company, today announced new and important updates to its comprehensive HSP Core Claims Administration solution for healthcare payers and Third-Party Administrators (TPAs). The latest enhancements will better enable payers and TPAs to accelerate the pace of digital transformation with Business Process as a Service (BPaaS) models that deliver greater operational flexibility and efficiency while supporting member engagement initiatives.

Updates to Conduent's HSP core claims administration technology deliver increased support for omnichannel communications that enable payers and TPAs to drive consumerism and make data on member and provider portals more accessible to individuals with disabilities. New utilities also transform HSP data into the FHIR (Fast Healthcare Interoperability Resources) R4 format to promote transparent information sharing across the healthcare ecosystem and improve compliance with Interoperability and Patient Access final rule requirements.

Refinements to Conduent's HSP platform also enable payers and TPAs to more easily configure new or to expand existing services lines—including Medicare Advantage and Managed Medicaid.

"Ongoing investment in our core claims administration system will allow us to help our clients meet the expectations of their members, employers and healthcare providers for convenient service and easy access to information. Healthcare payers are working overtime to drive operational efficiency and maximize ROI and our focus on enhancing BPaaS capabilities will deliver the value they seek," said Sheila Curr, President, Global Head of Commercial Healthcare at Conduent.

Conduent Healthcare solutions are designed to help health plans reduce operational costs by as much as 30 percent. Conduent's end-to-end BPaaS solutions for payers span member engagement, network management, care management and claims management. More information about Conduent Healthcare solutions can be found [here](#).

About Conduent

Conduent delivers mission-critical services and solutions on behalf of businesses and governments – creating exceptional outcomes for its clients and the millions of people who count on them. Through process, technology, and our diverse and dedicated associates, Conduent solutions and services automate workflows, improve efficiencies, reduce costs, and enable revenue growth. It's why most Fortune 100 companies and over 500 government entities depend on Conduent every day to manage their essential interactions and move their operations forward.

Conduent's differentiated services and solutions improve experiences for millions of people every day, including three out of every four U.S. insured patients, 10 million employees who use its HR Services, and nearly 18 million benefits recipients. Conduent's solutions deliver exceptional outcomes for its clients, including \$16 billion in savings from medical bill review of workers compensation claims, up to 40% efficiency increase in HR operations, up to 27% reduction in government benefits costs, up to 40% improvement in finance, accounting and procurement expense, and improved customer service interaction times by up to 20% with higher end-user satisfaction. Learn more at <https://www.conduent.com>.

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Source: Conduent Business Services, LLC