

Risk to Resilience



7 Strategic Technology Moves for Health Plan Leaders

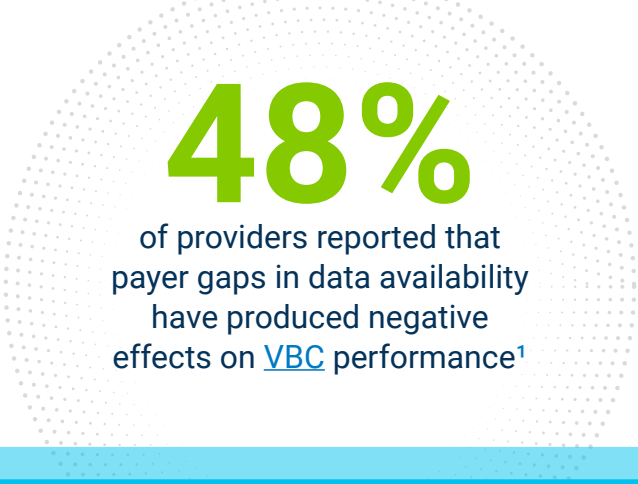
In the coming years, health plans will be shaped by how well organizations can navigate rapid change while preserving financial and operational stability. Those that implement the right health plan technology strategy will be better equipped to succeed in the challenging environment.

STRATEGY 1

VALUE-BASED CARE (VBC)

Challenge:

Insufficient quality measurement



Solution:

Automated clinical/claims data aggregation and exchange

Outcome:

More accurate ratings, lower admin costs, precise care gap identification and effective interventions

STRATEGY 2

FINANCIAL PRESSURES



Challenge:

High utilization and medical inflation tighten margins



Solution:

Technology that optimizes clean claim processing with visibility into transactions

Outcome:

Fewer invalid claims and lower overhead to protect bottom line

STRATEGY 3

INTEROPERABILITY

Challenge:

Siloed systems limiting data access and sharing

Solution:

Cloud-based platforms with seamless payer-provider data exchange

Outcome:

Reduced admin burdens, efficient care coordination, better value-based care performance

STRATEGY 4

REGULATORY COMPLIANCE



Challenge:

Keeping up with CMS rules and HEDIS reporting requirements



Solution:

Platforms offering accredited claims processing, compliant health information exchange, and NCQA-certified digital quality measures

Outcome:

Reduced strain on IT resources, penalty avoidance

STRATEGY 5

DEMOGRAPHIC SHIFT

Challenge:

Complexity from growth of population qualifying for both Medicare and Medicaid

Dual-eligible population is expected to grow by

30%

by 2035, reaching over 16.5 M²

Solution:

Services that execute rules for multiple models and unique payer business requirements prior to claim submission to the payer

Outcome:

Simplified processing with minimal manual intervention

STRATEGY 6

OPERATIONAL INEFFICIENCY



Challenge:

Fragmented, paper-based processes that are costly and overburden staff



Solution:

Centralized and automated claims and quality reporting processes

Outcome:

Accelerated workflows, higher staff productivity, lower admin costs

STRATEGY 7

PROVIDER RELATIONSHIPS

Challenge:

Provider frustration from payer admin burdens, payment disputes, and lack of transparency

Solution:

Platforms that simplify processes and facilitate efficient communication

Outcome:

Improved provider trust and retention

A well-rounded health plan technology strategy is key to navigating the dynamic future of healthcare. By addressing operations, data exchange, and compliance with future-ready solutions, health plans are in a better position to deliver cost-effective care and achieve strong financial results.

Discover SSI's **Payer Solutions** that help health plans to overcome challenges from claims processing to quality improvement

EDI OPERATIONS

- EDI Services
- Managed Payer Gateway
- Payer Data Portal

CLINICAL DATA SOLUTIONS

- Clinical Data Services
- Digital Quality Measurement