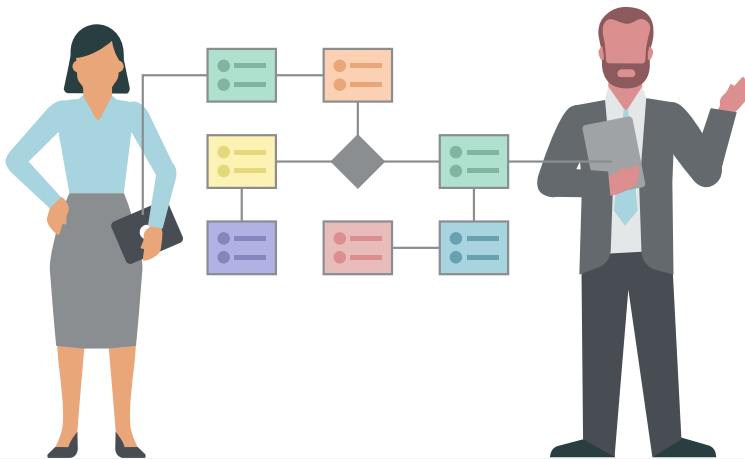


You could be improving your members' satisfaction and their access to care—while lowering your costs. Here's how. . . . .



ServiceNow connects your teams, workflows, and systems—all on a single, integrated platform.

How does that help with the problems that matter?

**Your members want faster answers.**



**Your workforce wants to get more done.**



**Your operations need to be streamlined.**



**Your IT needs better visibility.**



Your workforce

Your business operations

Your IT

## Your members want faster answers and a consumer-like experience.

**For example:** It can take too long for members to get basic answers about their coverage.



This matters because .....



..... Members often depend on coverage information to make crucial medical or financial decisions. If they can't get straight answers, those decisions can get delayed—and frustrations rise fast. **But now** . . .

.....



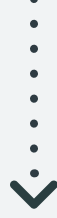
**Self-service portals give members an interactive opportunity to ask questions and get answers on their own. And when they do speak to an agent, your integrated systems now give that agent the visibility they need to find the answers quickly.**



Your members

Your business operations

Your IT



## Your workforce wants to get more done.

**For example:** Employees find the onboarding experience complicated and time-consuming.



This matters because . . . . .



. . . . . You need to be able to hire and train temporary employees quickly—for example, during annual enrollment periods. Delays are frustrating for the employees and costly for you. **But now . . . . .**



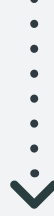
**A single, integrated, personalized onboarding experience gives every new employee a fast and easy way to get oriented and established on your system.**



Your members

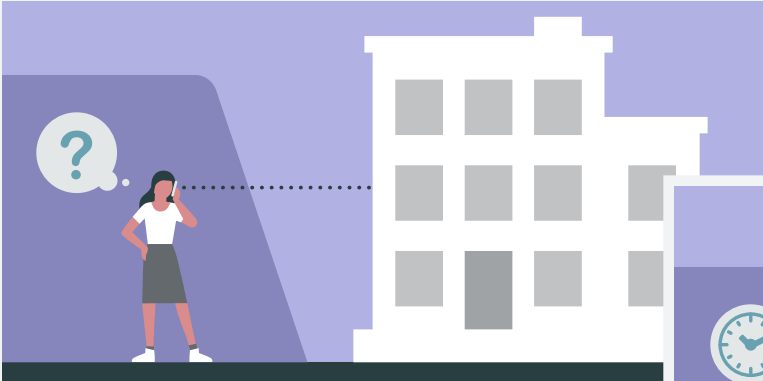
Your workforce

Your IT

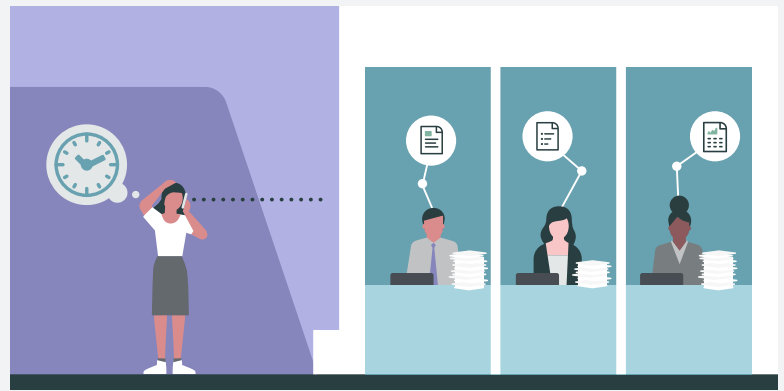


# Your operations need to be faster and better streamlined.

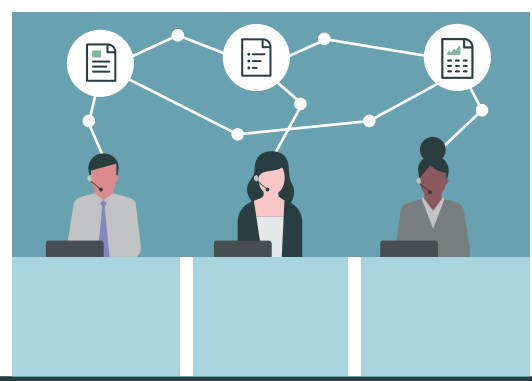
**For example:** Claim adjudications get bogged down in multi-point reviews and manual processes.



This matters because . . . . .



. . . . . Lengthy and complicated claim reviews and antiquated middle-office operations increase your costs and frustrate your members. **But now** . . . . .



You can digitize your workflows and unify all your core processing systems to accelerate the resolution of claims. Identify, assign, track, and resolve issues fast—before your members even know there's a problem.



Your members

Your workforce

Your business operations



## Your IT needs better visibility.

**For example:** IT doesn't always know when a program has gone down or a system is having issues.



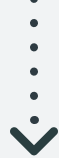
This matters because . . . . .

Service disruptions can slow down or prevent essential activities like claims processing or enrollment—and raise the risk of fines and penalties for compliance violations. **But now** . . . . .

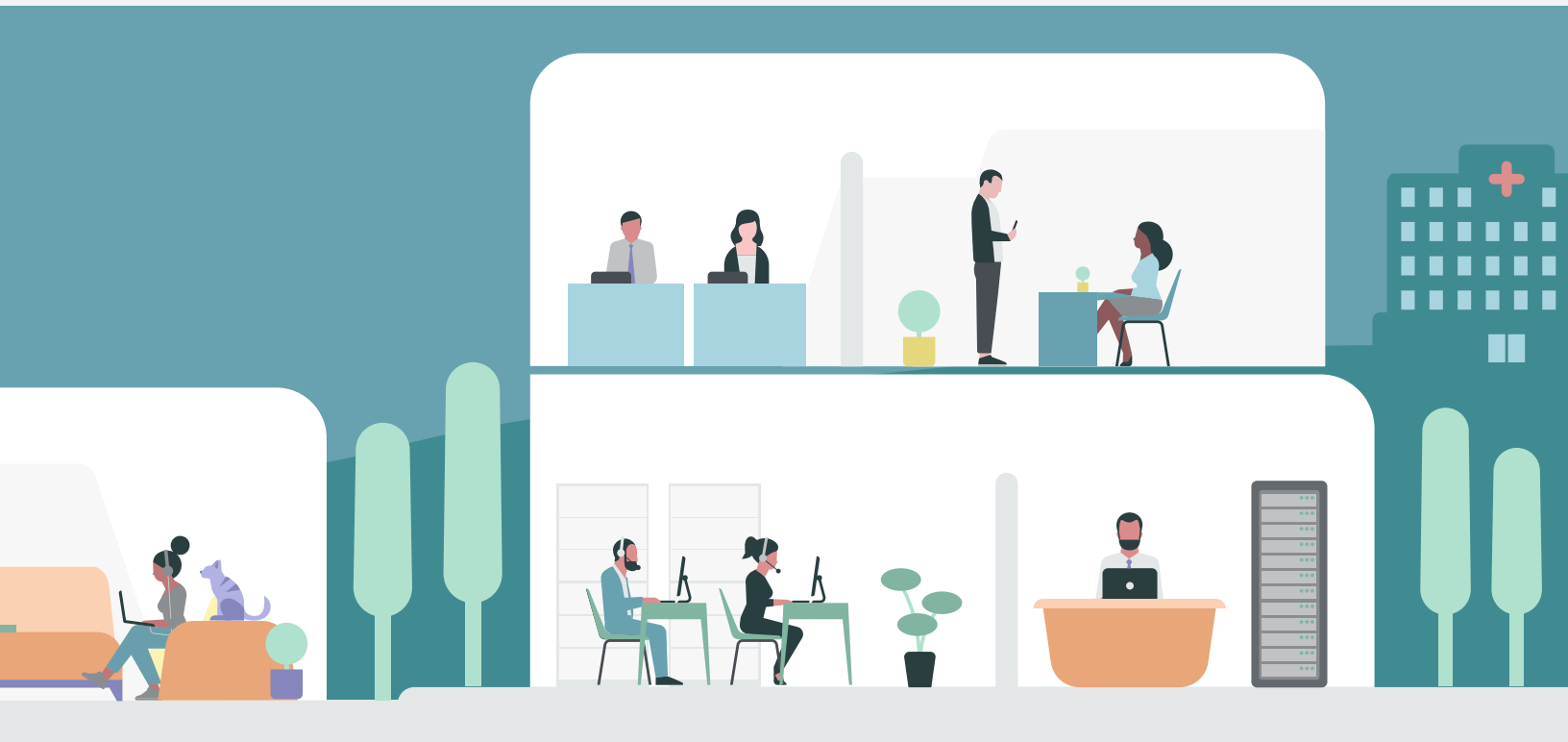


Service mapping gives IT the visibility it needs to identify service disruptions and easily pinpoint their underlying causes. Issues are diagnosed and resolved faster, keeping your members satisfied and your organization in compliance.





And that's just the beginning.



With ServiceNow, you can streamline operations. Break down silos. Free up innovation. **And ensure a better healthcare experience for your members.**

[Learn more](#)