



Healthcare Payers

Healthcare consumers expect speedy case resolution and a seamless member experience when they deal with your organization. But siloed departments and disconnected point solutions make it nearly impossible to build the enterprise-level processes that lead to first-call resolution. Just as significantly, people-intensive processes drive operating costs ever higher in an age of perpetual cost containment. What you need are end-to-end business processes that originate with customer service but automatically engage all stakeholders. You should also be able to monitor and proactively address claims that could cause customer abrasion. And you need self-service tools that let members see real-time status updates without having to call—while empowering them to take a more active role in their care plans.

Enter ServiceNow - The Platform of Platforms

Customer Service Excellence

Help your customers find the answers they need in seconds—not hours. ServiceNow offers self-service tools that give your customers real-time visibility into claims and allow them to see a complete catalog of your services online. When customers do call, your agents can provide the fastest, most accurate customer service by logging onto a single platform to handle all aspects of each inquiry. From there, digital document management workflows ensure that your customers can report claims and complete other common processes online, rather than enduring the hassles and delays of fax, mail, and email.

Middle-Office Processing

Delivery models are changing quickly. Boost your delivery models by digitizing your manual workflows. With ServiceNow, you can establish an integration hub that unifies all your most important core processing systems, including claims, enrollment, billing, finance, medical management, provider, and employer group implementations. Your operations team can identify and assign issues directly to the right departments and track those issues to resolution. Stay one step ahead by monitoring the health of customers' products and systems in real-time and proactively notifying them of problems.

Home Health Operations Management

By launching a home health practice, your organization can not only provide more accessible services but also proactively reduce the cost of delivering care. ServiceNow integrates your field service function with the rest of your organization, helping you connect a member with the right healthcare resource from the very first call. Embedded scripts and actions extend your reach by helping your clinicians complete more than one task per visit. Your members can enjoy consistent consumer-grade experiences via phone, email, live chat, portals, and mobile.

Employer Group Operations

Manage employer group implementations, renewals, and customer service to deliver consumer-grade experiences. ServiceNow enables end-to-end case management for all users across the lifecycle - from triggers out of your CRM; knowledge, scripting, integration with PPM; and IT ticket generation from case and engagement layers. This simplifies the long, challenging process of implementing an employer group by bringing together the many touch points, interactions, vendors, and partners to help ensure that go-live dates are met.

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