

CASE STUDY

Cutting Costs and Streamlining Efficiencies by Solving a Complex Business Need

A large multi-state health plan concluded that inefficient product management processes were impeding their speed to market, quality, and cost efficiency. In response, it issued an RFP to determine if legacy systems could be replaced with a modern solution capable of high performance and scale in a complex, compliance-driven, and highly dynamic healthcare environment.

The Issue at Hand

The plan experienced ongoing internal challenges, increasingly impacting their bottom line:

- Siloed product benefit data and outdated manual systems created inconsistent quality enterprise-wide.
- Slow point-of-sale customizations to meet customer demand.
- Multiple sources of truth delayed product document generation.
- Outdated technology not built for agility or complexity required ongoing substantial investments.

An extensive third-party assessment of legacy system capabilities confirmed that maintaining business as usual would continue to be a challenge. The plan was spending millions each year to meet evolving regulatory requirements, rapidly changing customer needs, discrepancies in documentation and adjudication, and prompt-pay penalties.

The health plan determined that none of the big-name players could deliver the level of healthcare data proficiency required for success.



With HighRoads,
the Client
Achieved
\$5 Million in
Annual Net
Savings.

“

If we were going to build this now in-house, the HighRoads technology is exactly what we would have built.

-The Client ”

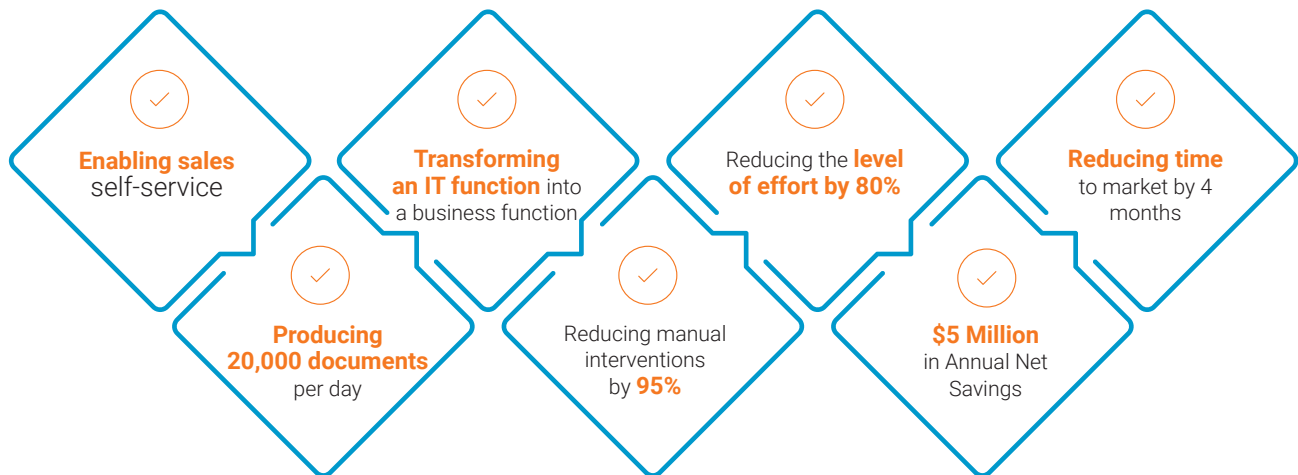
Exceptional Results

HighRoads technology was recommended to resolve the health plan's organizational challenges. During the Proof of Concept, **HighRoads exceeded expectations by:**

- Generating 104,000 documents in PDF and Word format
- Easily accommodating a change in requirement mid-stage
- Using the actual production environment for the test

The organization selected HighRoads as its partner based on solid execution, solution agility, strong commitment to customer service, and the team's deep healthcare knowledge and expertise.

With HighRoads, the client has succeeded in successfully:



Let's talk about what HighRoads can do for you!



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