



IMPROVE COMMUNICATION, ADAPTABILITY AND EFFICIENCY

EDS HEALTHCARE PORTAL SOLUTIONS

Do more with less through a Web-based healthcare portal. EDS, an HP company, enables payers to service all their constituents through self-service capabilities that enable more efficient access to, and effective use of, relevant information.

FEATURES

- **MEMBER PORTAL** - Provides consumers access to benefit details, self-assessment for personal wellness options and more
- **PROVIDER PORTAL** - Coordinates member care and administration in the provider's office
- **EMPLOYER/GROUP PORTAL** - Supports plan administration, employee/group member enrollment and termination and more
- **BROKER PORTAL** - Supports enrollment, billing, sales collateral, plan selection, survey and satisfaction tools

THE EDS 360-DEGREE HEALTHCARE CONTINUUM

The Continuum is a framework for how solutions and assets can be connected and organized to drive change and address critical healthcare system goals. The solution described in this document is part of EDS' Customer Contact Systems and Services and addresses the Streamlined Business Processes priority of the Continuum.

Business challenges

In times of soaring healthcare costs, payers are challenged to reduce overall costs while meeting the demand for an increased range of healthcare services. The need for greater accountability, privacy and security, and collaboration among constituents and payers calls for improved levels of communication and interaction. But the cost and complexity of implementing the technologies and tools needed - while meeting and exceeding industry standards - can be difficult.

What we have to offer

EDS Healthcare Portal Solutions' Web-based systems bring together traditionally disparate back-end systems to present a unified consumer-centric picture of health, with the payer's look and feel. The portal focuses on improving services and, potentially, outcomes. EDS Healthcare Portal Solutions is released on a regular schedule, providing continuous improvements and new feature enhancements. An organization can adopt one or more portal modules depending on their constituents and overall needs - whether for a member, a provider, an employer or a broker.

How it works

- EDS Healthcare Portal Solutions is the Web-based front end to multiple back-end payer systems. It consumes the services these systems provide and takes existing information and presents it in new contexts, creating new value from the feature-rich functionality and personal healthcare content in these systems.
- Portal Solutions is built on the Microsoft .NET platform, a framework with extensive tools for creating truly distributed Web services, making information available any time, any place and on any device.
- Portal Solutions is architected to support variable implementations for different organizations at a sustainable cost, as well as to support policy and workflow change over time without your organization incurring new development costs.
- All modules are built on the same technology and share the same framework, so clients benefit from cost savings when they implement another portal from the same suite.



IMPROVING TRANSFORMATIONAL SOLUTIONS

EDS Healthcare Portal Solutions is a capability within EDS' Care Network Solution. It helps clients achieve higher levels of maturity in their technology infrastructure and processes.

In recognition of the healthcare IT challenges clients face, we established the EDS Electronic Health Records Center of Excellence, based in Warwick, Rhode Island. The Center blends clinical, technical, and business expertise that use best practices and tailored solutions to fit unique client requirements, while enabling a reliable delivery experience.

Presenting EHR information through the portal and bringing a complete member health profile to an organization's constituents will be key to many government and commercial organizations achieving key goals: consolidating health information to the member/customer; eliminating/reducing potential redundant treatment costs; and delivering to healthcare providers meaningful health information.

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What you can achieve

- Reduce costs for customer service and plan support through portal interactions.
- Increase access to information, reducing/eliminating turnaround times for requests, eligibility, claim adjudication and other information, thereby increasing efficiencies for provider processes and speeding up treatment response for members and beneficiaries.
- Reduce maintenance and support costs through EDS' maintaining a single version of the portal for multiple clients, with each release being available to organizations as delivered.
- Gain extensive technical expertise at a lower cost through EDS supporting multiple implementations of a commercial off-the-shelf product.
- Share your investment in ongoing development of the portal across a client base and roll out new functions to your provider community, secure within the established product cost.
- Gain more personalization and seamless integration between multiple applications supporting a service-oriented architecture (SOA) through Web services with .NET platform.

Why EDS

- EDS has extensive healthcare experience managing some of the largest and most comprehensive claims and adjudications services available. Our electronic health record (EHR)/health information exchange, care management capabilities, eligibility and enrollment systems differentiate EDS in the healthcare industry.
- We have been a trusted healthcare IT partner for more than 40 years. In addition to this depth of healthcare experience and knowledge, EDS offers extensive portal, infrastructure and systems know-how.
- EDS will continue to grow and evolve this product in conjunction with market and government evolutions in healthcare. As the industry changes, we are committed to bringing meaningful healthcare information and services to the portal, benefiting organizations and extending the value of each healthcare dollar spent.
- EDS' global healthcare experience spans payer, provider, governmental and life science communities.