



## WORK SMARTER



Orion – PLEXIS’ real-time end-user worker portal – enables payer administrative staff to operate the PLEXIS platform more efficiently so they can perform essential job functions and save costs, while delivering higher-quality services.

Role-specific functions enable ‘front-office’ workers to rapidly perform repetitive tasks related to customer service/call tracking and claim inventory management.

Ubiquitous *Task Management* function enables staff and managers to assign tasks to individuals or groups and see visual indications of task status (in process, past due, etc.). Reminders help ensure users are informed of work to be performed and auto-notifications are sent as tasks are completed.

### CUSTOMER SERVICE/CALL TRACKING

PLEXIS’ *Orion* front-end customer service experience enhances call management capabilities, provides a streamlined user experience (UX), and delivers fast access to critical data. Orion empowers your call center staff to learn the system more quickly and utilize it more efficiently, thereby delivering tangible speed-to-value for your organization.

#### Reduce Costs Associated with Managing Your Call Center

- ✔ Quickly find relevant information for a provider, member, or household
- ✔ Assign and manage tasks to ensure the right work is performed by the right person, at the right time
- ✔ Utilize our included dashboards and metrics for user productivity
- ✔ Track ticket status, duration, and other KPIs

#### Increase CSR Efficiency

- ✔ Capture pertinent caller details and ticket information
- ✔ Quick, easy access to extensive detail - regarding member, provider, claims, authorizations, premium payments, claim payments, document attachments, etc., enables timely and accurate responses to inquiries, resulting in higher rates of first-call resolution
- ✔ Customize UI display of information presented
- ✔ Visualization of tasks and their status to help manage workload
- ✔ Intuitive user interface minimizes training time of new CSRs, resulting in quicker ramp-up to full productivity

*“Good customer service improves member satisfaction with health plans more than other engagement tools and strategies the team found. Customer service was even more important than health plan costs or the benefit package offered.”*

*-Thomas Beaton, Healthpayer Intelligence*





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### CLAIMS INVENTORY MANAGEMENT

PLEXIS’ *Orion* claims queueing solution allows users to better manage claim inventory and work distribution in an automated fashion, enabling the right work to be directed to the right individual or group.

#### Efficiently Manage Claim Inventory

- ✔ Create multiple claims queues to support custom workflows
- ✔ Queue configuration includes extensive criteria to choose from which can be combined via easy-to-use configuration interface
- ✔ Assign individual analysts or groups of analysts to queues
- ✔ Claims analysts have a single location to be directed to claims which need to be worked; claims can be ‘pushed’ or ‘pulled’ depending on user setup
- ✔ Tasks may be created and assigned to individuals or groups to complete work required to finalize the claim

#### Increase Claims Examiner Effectiveness

- ✔ Configurable claim distribution on an individual or group level
  - Manual selection: Individual user selects claims to work
  - Automatic selection: Orion selects the order to work
- ✔ Configurable prioritization of claims to be worked (oldest by received date, greatest total billed charges, greatest net payment, etc.)
- ✔ Quick and easy access to supporting claim, member, provider details
- ✔ Visualization of tasks and their status to help manage workload
- ✔ Intuitive user interface minimizes training time of new claims analysts, resulting in quicker ramp-up to full productivity

