



## CASE STUDY



**THE CLIENT** : Leading Healthcare Market Research Organization



**REQUIREMENT** : Provider Empanelment Support

### KEY CHALLENGES



Limited Coverage of Physicians empanelment for conducting Market Research Activity



Physicians for certain therapeutic class were not empanelled resulting in incomplete surveys







Physicians dropping out of network due to non engagement






## OUR SOLUTIONS

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-  Deployed team of researchers to identify Physicians based on target Therapeutic classes and build contact database
-  Provider outreach using customized emails and calls to Provider's office
-  Supporting the empanelment process and providing incentives to Physicians to come on board
-  Initiated campaign to re-engage physicians

## RESULTS

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-  Ready panel of Physicians available to conduct survey across majority of Therapeutic classes
-  Re-engaged Physicians and retained over 60% of the empanelled physicians who had earlier dropped out
-  Better survey outcome due to larger panel

# VIAANTE AT A GLANCE



## A reliable partner

Creating a winning proposition



## Quality Service Assurance

Internal Quality Programs, Engraved Quality Practice, Sustaining Quality Standards



## Talent Pool

Availability of Large skilled Workforce & Best-in-class Infrastructure



6 Delivery Centers in India



700+ dedicated employees



ISO 9001:2015 to 27001:2013 Certified



SSAE 18 Type II Compliance



HIPAA & PHI Compliance



Member of HBMA

## OUR CAPABILITIES



30 Million+ Healthcare transactions annually



Experience across Healthcare domain



24 X 6 Global Coverage – Follow the Sun Model



Proprietary Tools & Techniques for Workflow Management



International Delivery Capabilities On Time



Customized Value-based Contracts, Consistent High Quality at Optimal cost level

# OUR HEALTHCARE SERVICES

## PROVIDER SERVICES

### • Patient Access

Insurance Verification/Scheduling & Patient Registration/Eligibility Verification/Medical Coding

### • Revenue Cycle Management

Payments posting/Collections/Payment Reconciliation/Month End Reporting

### • Technology and VAS

Medical Chart Coding/ Provider Enrollment & Credentialing / Application Development & Support)

## PAYER SERVICES

### • Membership Management

Enrolment/Eligibility/Policy Maintenance/Member Support

### • Healthcare Claims Processing

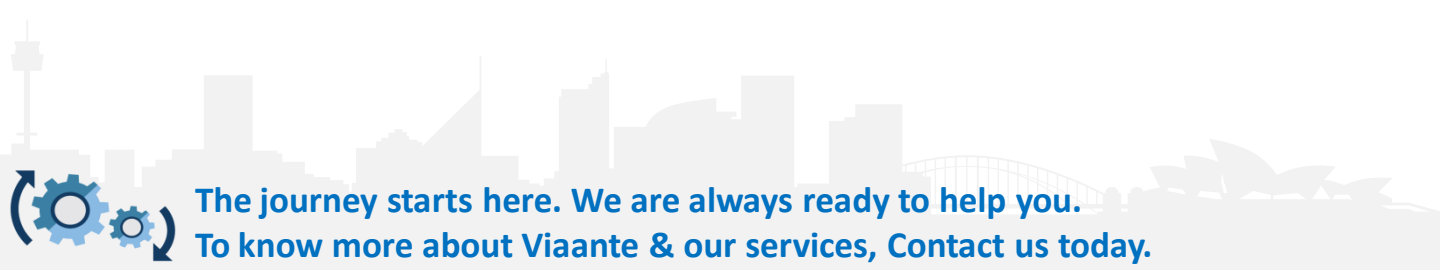
Scanning/Indexing/Claims receipt/ Error correction & dispute resolution

### • Provider Management

Database Management/Contracts Management/ Continuous updates/verification and records maintenance

### • Technical & Value Added Services

Research & Analysis/ Application Development & Support/Documentation



**The journey starts here. We are always ready to help you.  
To know more about Viaante & our services, Contact us today.**

## ABOUT VIAANTE BUSINESS SOLUTIONS PVT. LTD.

Viaante is focused towards achieving – Operational Excellence! Our solutions and services are designed and constantly fine-tuned deliver value propositions which improve and augment current business operations. We are constantly working towards creating a win-win outcome for all stakeholders – customers, partners and our employees.

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