

HealthEdge[®], Your Partner for Innovation

In today's rapidly changing healthcare industry, health plans need a reliable partner who can help navigate today's challenges and tomorrow's opportunities. Health plans are tasked with successfully deploying new business models, staying compliant with fast-changing regulations, competing effectively, and creating high levels of customer satisfaction, all while reducing costs through operational efficiency.

Health plans today are being asked to take part in a patient-centric healthcare system that extends to providers and their members. As healthcare consumers become savvier and more discerning in how they spend their healthcare dollars, they expect a higher degree of satisfaction. It is all about better quality of care and quality of life.

HealthEdge has been helping customers of all sizes and lines of business transform their organizations for more than 15 years. Recognized for nine consecutive years by Gartner as a sample next-generation core administration processing system vendor, HealthEdge provides the industry-leading technology platform with a proven track record

of success. HealthEdge customers regularly attain measurable breakthrough results with technology and business innovation, realize unprecedented operational efficiency with automation and accuracy, and remain compliant with all forms of government regulations. These customers include national, regional, Blues, and provider-owned health plans, with lines of business that include Commercial, Individual, Medicare, Medicaid, Duals, Dental, and Specialty.

Industry-leading HealthRules[®] Solution Suite

The HealthRules solution suite is the only integrated financial, administrative, and clinical software platform for health plans, bringing business and technical teams together for the alignment and achievement of corporate goals.

HealthEdge By The Numbers

- > Founded in 2005
- > 600+ full-time employees
- > 12 million+ covered lives
- > Three locations: Burlington, MA; Powell, OH; and Bangalore, India
- > 45+ Customers serving health plans of all sizes and specialty claims processing organizations

Gartner cited HealthEdge as a **Sample Vendor for its next-generation core administration system** in its July 2019 Hype Cycle for U.S. Healthcare Payers Report, 2019 for the ninth consecutive year.¹

HealthRules enables forward-thinking health plans to embrace change and take advantage of opportunities created by market dynamics. Our next-generation core administration system combines with real-time analytics to provide insights that improve patient outcomes, lower costs, and enable transparency inside and outside your health plan.

The HealthRules Language™ a patented English-like healthcare-specific vernacular, allows unparalleled levels of efficiency and automation, resulting in an unmatched competitive advantage. Designed by, and for healthcare business users, the HealthRules Language provides a simple, powerful means to express the complexity of your unique organization, eliminating complicated configuration variables and replacing them with the same terms you use in your business documents.

Consistent, regular software upgrades deliver valuable new capabilities, allowing health insurers to stay current and competitive with the latest market developments, while drastically reducing both administrative and healthcare costs. With a software and solutions focus that emphasizes supplying continuous and consistent product releases to all customers, implementations and upgrades of HealthRules are straightforward and less resource intensive than custom solutions, resulting in lower total cost of ownership and

greater return on your overall investment. Whether you are planning to add a new line of business, provide greater transparency and deliver unprecedented levels of customer service, increase the quality of care coordination programs, comply with regulatory requirements, reduce costs or completely transform your organization, HealthEdge stands ready to help.

Built on modern architecture, the HealthRules solutions suite provides the highest level of automation with key capabilities to run your organization:

- > Enrollment
- > Billing
- > Claims Processing
- > Benefit Configuration and Design
- > Provider Contract Management
- > Provider Payment
- > Real-time Data Warehouse
- > Reporting
- > Analytics



More than half of insurers are manually processing greater than 20% of their claims, and costs are not sustainable; approximately 70% of manually processed claims cost \$6 or more per claim.

1. Gartner, Inc. "Hype Cycle for U.S. Healthcare Payers, 2019" by Jeff Cribbs, Bryan Cole, Mandi Bishop. 18 July 2019 (Prior to 2015, this report was previously called "Hype Cycle for Healthcare Payers")

In April 2020, leading private equity firm, Blackstone, acquired a majority stake in HealthEdge. HealthEdge is the first company acquired by Blackstone's growth equity team, which is focused on providing capital to fast-growing companies and helping them leverage Blackstone's deep operating resources and scale to become market leaders. This partnership will enable us to continue to grow and accelerate investments in HealthEdge to deliver products and services that far surpass your expectations.

The HealthEdge Customer Experience

As a HealthEdge customer you enjoy an ongoing partnership. From implementation through go-live and beyond, to regular business reviews, strategic planning, and advice, our experienced team is here to help you every step of the way. Based on our deep

understanding of ongoing changes in the healthcare market, we make a continuous investment in regular software updates. These ensure that you have the latest technology to respond to critical market and business requirements.

With years of domain experience, we ensure our customers stay ahead of, and respond to, market trends and dynamics—whether they are of a business or regulatory nature—and sustain that advantage over time.

- > **Professional Services:** Our project leaders will ensure a smooth implementation, from day one through to the actual go-live.
- > **Account Management:** Regular business reviews, strategic planning as well as understanding your immediate needs are all key areas of focus. Your designated Account Executive will serve as the liaison for you to access whatever HealthEdge resources are needed for your success.

What Sets HealthEdge Apart

BE RESILIENT TO CHANGE

- > React to the latest regulatory shifts, competitive pressures, opportunities for expansion and more to be successful

ACHIEVE OPERATIONAL EFFICIENCY

- > Drive new levels of speed, automation, and accuracy

CONFIGURE THE BUSINESS WITH EASE

- > Quickly and accurately configure virtually any benefit plan, provider contract, or other core business process

OBTAIN CRUCIAL INSIGHTS FOR THE BUSINESS

- > Provide robust, comprehensive, and actionable data to key stakeholders in the healthcare continuum.

INTEGRATE EFFORTLESSLY

- > Seamlessly integrate with key applications within your ecosystem

DEFINE NEW BUSINESS MODELS

- > Swiftly configure and launch new contract arrangements and benefit plans and share actionable data with provider networks

REIMAGINE UPGRADES

- > Take advantage of the latest technology with ease, incorporating custom code with standard new functionality.

- > **HealthEdge University:** Online access to education classes provide foundational and advanced instruction on an expansive range of topics tailored for customer knowledge.
- > **Annual Customer Conference:** Our annual customer conference provides unfettered access to key executives and architects of the

HealthRules platform. The annual gathering focuses on listening to customer needs and providing best-in-class information sharing.

- > **HealthEdge Insights:** Customers have access to HealthEdge's most strategic market and thought leadership, through our blogs, webinars, and podcasts.

[Schedule a 15-minute introductory call to discuss your business opportunities and challenges.](#)

Visit our [news and events](#) to or view our calendar of upcoming events? Read more success stories from your peers or read our latest market and industry thought leadership [Insights](#).

For more information, visit: healthedge.com
or call: **781.285.1300** and ask to speak to Janet Barros.