

Get Much More Than Cost Savings with Healthcare BPO

Business Process Outsourcing (BPO) and utilization of offshore resources have evolved to become essential tools deployed by most leading companies as they seek to remain competitive. While some sectors such as financial services and manufacturing were early adopters of offshore outsourcing, the healthcare sector is rapidly expanding its usage of offshore resources.

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UnisLN offers the same benefits of offshore outsourcing to mid-size and smaller healthcare providers, helping them compete on a more level playing field.

Many back-office functions in the healthcare sector are a perfect fit for outsourcing because these functions are process driven, dependent on educated and skilled staff, and can be effectively managed with carefully defined metrics.

Some functions which are being successfully outsourced include:

- ‡ Revenue cycle management services
 - AR follow-up
 - Clinical data abstraction services
 - Analytics and reporting

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Mature users of outsourcing services recognize that cost savings are only one of many benefits available to healthcare organizations from a prudent and well-planned deployment of outsourcing services. Other benefits include:

- Gaining operational flexibility
- Establishing documented and structured□ processes
- Leveraging process automation
- Ability to scale up or down based on changing□ business volumes
- Defining process metrics
- Utilizing reports and dashboards for effective□ management

Many leading healthcare organizations such as WellPoint, Aetna, United Healthcare and Health Net use BPO to streamline operations and reduce costs.

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UnisLink brings clients more than 50 years of healthcare and BPO expertise to help leading U.S. healthcare firms accomplish their business goals with a range of outsourcing options. As experts in outsourcing, we help clients with a number of deployments:

- 1) **Full service outsourcing** – We take complete ownership for process outcomes and control all aspects of the outsourced operation including infrastructure, staffing, processes, automation, reporting and ongoing improvement.
- 2) **Assistance with creation of captive center** – We help clients establish their own captive offshore operations center by leveraging our expertise in best practices, process and resourcing.
- 3) **Hybrid models** – We have deployed a number of different hybrid models including “Build-Operate-Transfer” to accommodate more complex needs.



Cost savings are only one of the many benefits of a well-planned deployment of offshore outsourcing in healthcare.

Contact us at 602-308-3619, or info@unislink.com

Complimentary Discovery Session

Contact us today for a complimentary, ‘no-strings-attached’ 4-hour discovery session to help you assess the potential for outsourcing in your healthcare organization.

Request a Demo of UnisLink’s BPO Solutions Today!

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