

BLACKCOFFER SOLUTIONS

- Growth in Revenue
- Reduction in Expense
- Improved Customer Service
- Ad-hoc reports
- Customized data models to predict outcomes

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Growth in Revenue:

- Improve product, customer demographics and geographical analytics enable more focused sales strategy
- Real-time insight into market penetration cross-sell / up-sell opportunity identification significantly drives growth
- Distribution channel performance measurement enable insurers to conduct focused campaigns.

Reduction in Expense:

- Blackcoffer Analytics enables healthcare payers to implement measures aimed at reducing operational costs and improving efficiency by utilizing the building dashboards to provide insight into key topics like claims process times, trend analysis etc.

Improved Customer Service:

- Timely insight into operational metrics enables user to address concerns related to service turnaround SLAs and customer complaints.

Ad-hoc reports:

- Conveniently provide ad-hoc reports that can be leveraged in the development of new provider contracts, reimbursement models and new benefit plan designs.



Improving Efficiency:

- Address underwriting, claims leakage issues and reduce fraud related payments
- Optimize resource allocation, improve employee efficiency and productivity
- Robust trending and forecasting capabilities help define improved strategies and take adequate preventive measures