

# HEALTH INSURANCE SERVICES SAME-DAY PROCESSING

**Automated and for all  
communication channels**



Efficient and secure information processing is becoming ever more complex. We offer an end-to-end solution for all document processing. By using the latest technology, SPS Switzerland Ltd can simplify your customer interactions and process incoming and outgoing information across all communication channels (omni-channel) on the same day, thereby significantly increasing customer satisfaction.

## Save time with automation

With automated end-to-end solutions for Swiss health insurance companies' core and support processes, SPS significantly speeds up processing times. Our solution offers you the following advantages:

- Immediate access to required information, such as for processing and assessing benefits
- Prompt response to customer queries and complaints
- We deal with any technology issues for you and handle peaks in your business thanks to our pooling approach
- Sustainable and profitable optimisation of your information flows – regardless of whether you process all your physical and digital incoming mail or only certain document types

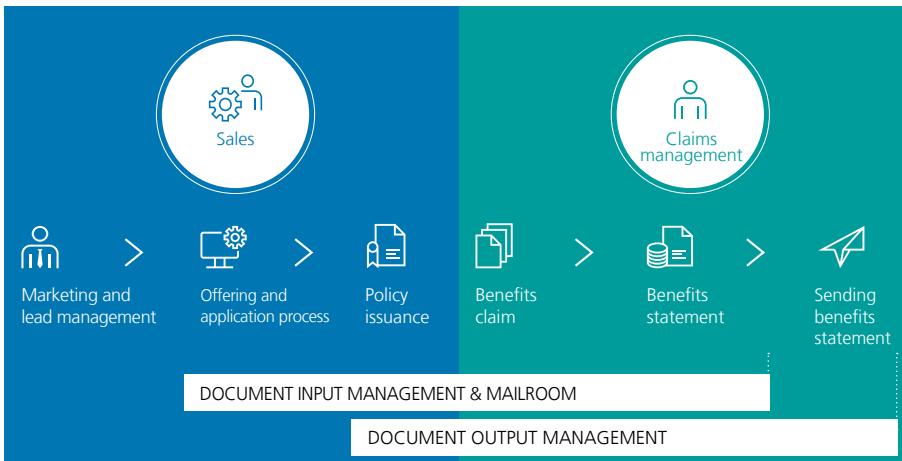


## The challenges faced by Swiss health insurance companies

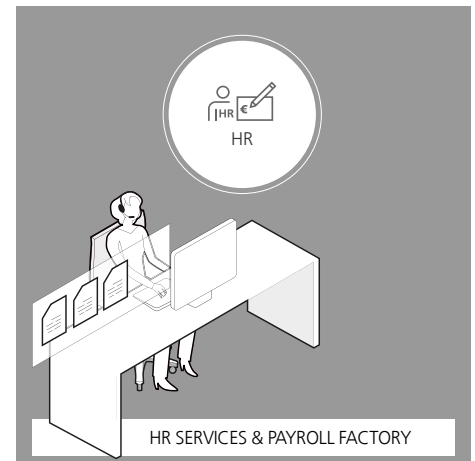
Generally speaking, today's hybrid input process is highly fragmented, an automated end-to-end process is often not available and maintaining the technical system landscape is a very complex task. Processing digital documents is always time-consuming work.

Processing documents always starts with input management, which includes receipt, manual sorting, scanning, reading and transferring the paper documents by different teams. If the document is submitted digitally, it will be reviewed by another team. After reading, all relevant information is transferred to the core system (e.g. Sirius or Sumex) and further processed – which is mostly highly automated.

**SERVICES FOR CORE PROCESSES**  
HEALTH INSURANCE COMPANY

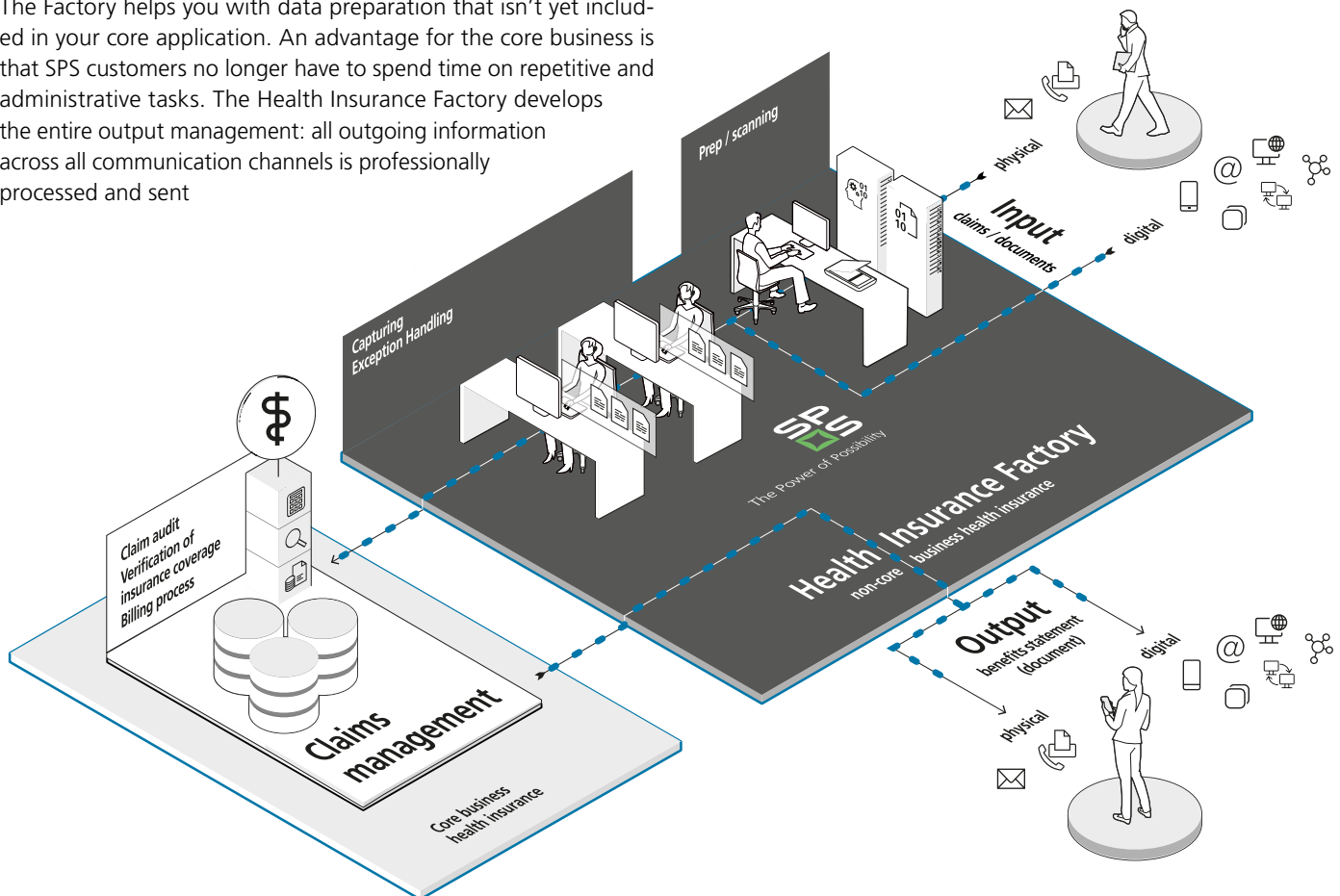


**SERVICES FOR SUPPORT PROCESSES**  
HEALTH INSURANCE COMPANY



**SPS Health Insurance Factory**

Our Health Insurance Factory specialises in receiving your physical (letters, fax) and digital (SMS, email, web portal, app, EDI, IOT) incoming mail across all communication channels. We sort, classify and capture your documents (e.g. cost reimbursement and TARMED invoices) and make the data available directly in your target system. The Factory helps you with data preparation that isn't yet included in your core application. An advantage for the core business is that SPS customers no longer have to spend time on repetitive and administrative tasks. The Health Insurance Factory develops the entire output management: all outgoing information across all communication channels is professionally processed and sent



## Customer benefits



### Standardised Processing

Standardised processing with, depending on the customer's wishes, customer-specific or standardised SLA and policy



### Location

Central processing at our Swiss service centre



### Predictable Costs

Thanks to standardised, automated and centralised services



### Experience & Efficiency

Extensive experience in information management with expertise in the health insurance industry and efficient processes thanks to the Factory approach



### High Security

Thanks to compliance with regulatory requirements (DSC, ISO/IEC, ISAE, GDPR) as well as data encryption, record keeping and transparency



### Quick Rollout

With a tested standard process in an introductory project

