

Healthcare Payer Services with Hexaware's
Cloud & Automation-First Operations

Transforming Payer Enterprises for the Next Era of Healthcare

Flyer



The U.S. payer landscape is rapidly evolving. With value-based care models, increased demand for digital-first healthcare member engagement, and rising regulatory pressures, payers must modernize their business and IT ecosystems to stay competitive.

Hexaware is helping payers reimagine business models with a unique combination of experience design, cloud modernization, and automation-first operations—delivered through domain-rich platforms and proven frameworks.

Where Payers Need to Evolve

- **From Transactional to Holistic Member Experiences**
Wellness, behavioral health, and preventive care demand continuous, personalized digital engagement.
- **From Legacy IT to Agile, Scalable Cloud Ecosystems**
Payers need to decouple monoliths and move fast to cloud-native infrastructures.
- **From Fragmented Systems to Connected, Compliant Data Flows**
CMS mandates and value-based models require secure, real-time data interoperability.

Hexaware's 3-Pillar Framework for Digital Transformation in Healthcare Payers

1. Experience Design

Reimagine member journeys through human-centered, AI-enabled digital experiences.

- Pre-built payer engagement components
- Real-time member sentiment tracking

- Personalized plan recommendations
- Omnichannel experience orchestration
- Increased self-service through intuitive design

2. Cloud-First Capabilities

Accelerate cloud transformation with our Amaze® for payers platform.

- **Seamless Cloud Migration**
 - Automated discovery, assessment, lift-and-shift execution
 - Specialized workload handling: SAP, Mainframe, Guidewire
- **Modernization & Optimization**
 - Re-platforming applications via containerization
 - De-coupling legacy architectures into microservices
- **Accelerated Data Warehouse & Analytics Migration**
 - Migrate in 3–4 months with automated pipelines and data ops

3. Automation-Driven Operations

Achieve business agility and cost savings with Tensai™, our automation-as-a-service platform.

- **Intelligent Automation**
 - Chatbots for plan purchase and voice bots for care navigation
 - IDP for claims, credentialing, patient intake, risk scoring

- **RPA in Core Payer Operations**
 - Member ID card issuance, COB, claims processing
- **AI-Driven Engagement Automation**
 - Predict benefit usage and suggest plans based on behavior
- **End-to-End Business Process Management**
 - Product development, care management, enrollment flows

Real Impact, Delivered

- **Redesigning Digital Front Doors**
For one of the largest U.S. pharmacy benefit managers, we unified B2B and B2C applications for a seamless member experience across Medicare Part D, Medicaid, and commercial lines.
- **Managing Core Operations at Scale**
Delivered outcome-based managed services for claims and policy operations at a leading global insurer—modernizing

apps while improving agility and compliance.

- **Retiring Legacy Systems with Automation & RPA**
Transformed enterprise IT and BPS operations with a roadmap-driven approach to application decommissioning and automation-led efficiencies.
- **Global Rollouts, Local Impact**
Deployed Salesforce-based mobile apps supporting multilingual teams, assisting over 4.8 million calls in 99 languages for a global health security company.
- **Hybrid Cloud for Medicaid Modernization**
Enabled cloud-native healthcare payer automation, transformation, and healthcare data analytics-driven decision-making for a large Medicaid/CHIP-focused payer in the U.S.

Partner Ecosystem

Hexaware collaborates with leaders like Microsoft, AWS, Salesforce, Google Cloud, and specialized healthcare tech partners to co-build scalable, compliant, and future-ready healthcare payer solutions.



Let's Reimagine Your Payer Business

Hexaware is your strategic partner to build intelligent, cloud-first, and member-centric payer organizations—faster and more efficiently. Let's create lasting value for your members and your business.

Contact us at marketing@hexaware.com.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate. With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.