



SOLUTION SUMMARY

Sales Order Management – For Life Sciences

appian

Coforge

Sales order creation and maintenance in Life Science organizations varies from a simple, to a very complex process where patient, patient's relatives, different providers, and several health insurance organizations are involved in the sales order life cycle.

Coforge have developed an innovative solution to address these challenges, leveraging the power of the Appian platform. The platform is scalable and can be extended to external business systems to accommodate all parties involved and expanded to different process variants to support dynamic case management.

Business Problem

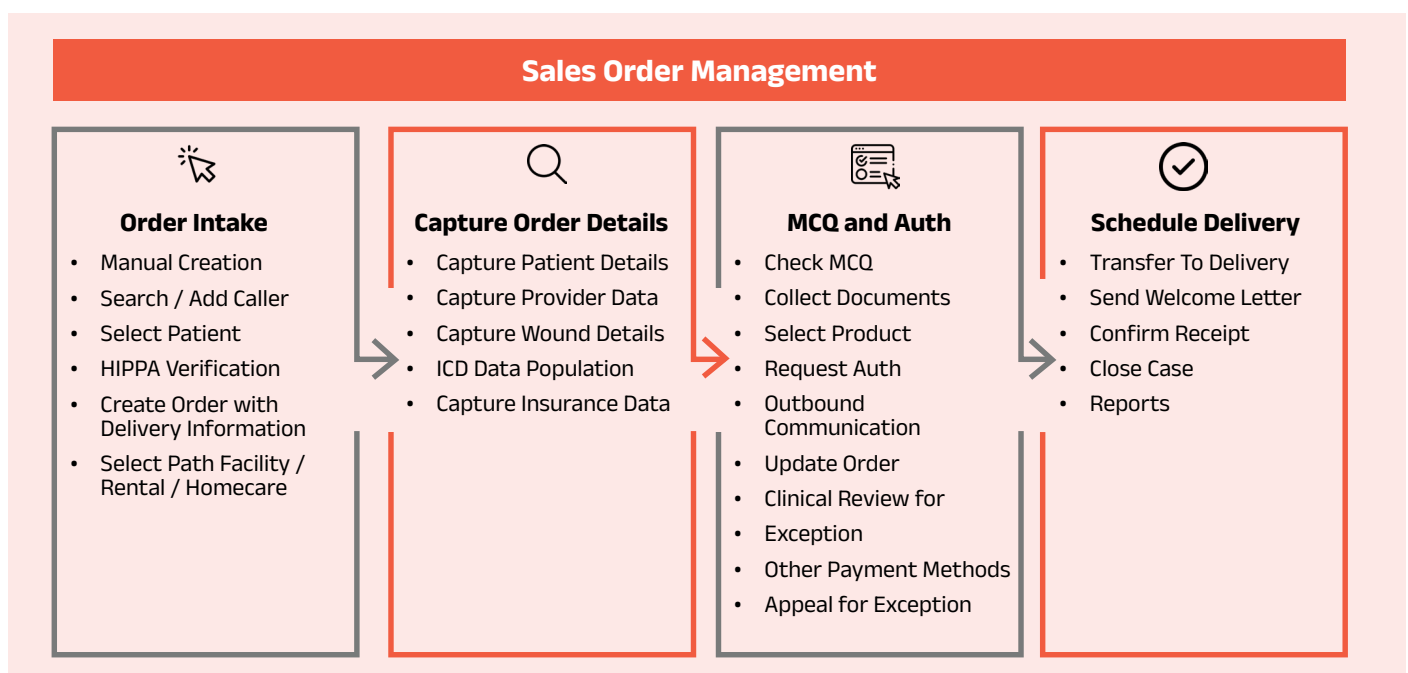
- **Lack of end-to-end visibility** into the sales order management process where patient, providers, insurance organizations get involved and influence the process outcome.
- **Adhering to payer guidelines** and compliance issues which vary from payer to payer and the health condition of the patient.
- **Detection of disqualified orders** based on specific payer rules
- **Tracking and follow up** of must have information and documentation to support each case
- **Confirmation of future payments** and tracking the authorization period which varies by case
- **Missing out sales revenue** for disqualified cases which can be resolved via appeal or clinical review
- **Faster delivery** of the product to the patient in need track claim status, policy status etc.

Solution Highlights

- Built on Low Code platform - **extensible, expandable** or **shrinkable** based on business needs and organizational process fit.
- **Unified platform** to connect all related stakeholders for a seamless process outcome
- End-to-end **visibility and tracking** of sales orders
- **Adherence to compliance** and specific payer rules
- **Minimizing revenue lost** by auth based payment assurance
- **Faster closure** of sales order by automatic follow up for documents and information from different stakeholders
- **Operational excellence** by early detection of disqualified cases
- **Improved TAT** for contact centre employees

High Level Process Map

The sales order process for medical equipment varies depending on whether the order is a rental or bought order for a homecare patient or for a facility. Creating a sales order for a homecare patient requires capturing and maintaining various types of information on a patient's illness, payers details, providers and clinical documentation which are needed to qualify the order and ensure faster delivery of products and un-interrupted payment from payers. For a homecare rental order, this information is leveraged further for order maintenance, servicing and ensuring rental revenues for each cycle.



End-to-End View of the Sales Order Process

The sales order process for medical equipment varies depending on whether the order is a rental or bought order for a homecare patient or for a facility. Creating a sales order for a homecare patient requires capturing and maintaining various types of information on a patient's illness, payers details, providers and clinical documentation which are needed to qualify the order and ensure faster delivery of products and un-interrupted payment from payers. For a homecare rental order, this information is leveraged further for order maintenance, servicing and ensuring rental revenues for each cycle.



The sales order management process caters to any type of order – rental, facility, charity or private pay orders. The solution keeps relevant parties associated with the order involved and informed, ensuring seamless product delivery and payment. The solution is compliant with regulations and payer requirements, ensuring a much faster release of orders.

Benefits

- Streamlined sales order creation process
- Improved operational efficiency for contact center and order processing teams through automatic tracking of data and document requirements
- Efficient and compliant data capture through automatic data validations
- Faster turn around times for releasing orders
- Maintain adherence to regulatory compliance such as HIPPA and specific payer rules
- Early detection of disqualified orders and managing those through to resolution
- Revenue assurance for every order by securing authorizations and approvals from payers
- Flexible solution to accommodate multiple parties as needed
- 360 view of sales order process for faster and informed decision making
- Real-time tracking and monitoring of each sales order

Leveraging the Power of Appian

- Low Code solution template can be extended to external parties, expanded to any process variations or reduced to a smaller process flow as per the business need.
- Application manages multiple parties involved in the sales order process.
- Holistic view of sales order data in one UI for better informed decision making.
- Ready made extension points for external integrations
- Built-in support for any process variations
- A configurable solution to accommodate different types of sales orders
- Manage specific payer guidelines to ensure faster payments
- Ensuring compliance with HIPPA
- Intelligent follow up for pending documents to speed up order process



About Coforge

Coforge is a global digital services and solutions provider, that enables its clients to transform at the intersect of domain expertise and emerging technologies to achieve real-world business impact. A focus on very select industries, a detailed understanding of the underlying processes of those industries and partnerships with leading platforms provides us a distinct perspective. Coforge leads with its product engineering approach and leverages Cloud, Data, Integration and Automation technologies to transform client businesses into intelligent, high growth enterprises. Coforge's proprietary platforms power critical business processes across its core verticals. The firm has a presence in 21 countries with 25 delivery centers across nine countries.

Learn more: www.coforge.com

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