



BENEFITS *of* TECHNOLOGY UPGRADES *for Subrogation*

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THE SUBROGATION BUSINESS HAS BECOME MORE COMPLEX AND, THEREFORE, MORE RELIANT ON TECHNOLOGY SYSTEMS THAT CAN STREAMLINE AND AUTOMATE PROCESSES WHILE IMPROVING ACCESS TO VITAL BUSINESS DATA. YET, ORGANIZATIONS OFTEN WAIT TOO LONG TO UPGRADE TECHNOLOGY SYSTEMS AND MISS OUT ON BENEFITS WHILE OVERSPENDING ON MAINTENANCE AND OTHER COSTS ASSOCIATED WITH AGING TECHNOLOGY. FOLLOWING ARE SEVEN WAYS TO REVIEW TECHNOLOGY DEPLOYMENTS, AND TO DETERMINE IF IT'S TIME FOR YOUR ORGANIZATION TO UPGRADE.

1 Recover the Hard and Soft Costs of Aging Technology

Organizations need to get as much value out of technology purchases as possible, but there is a tipping point where hanging on to outdated systems starts to cost more than upgrading to newer technology. In hard dollars, it is more expensive to maintain aging technology than newer

systems. The soft costs sometimes are even more expensive: when an organization needs to defer or delay purchasing an application because it will not integrate with existing technology, it holds the business back. Older operating systems and legacy platforms create significant integration challenges. If a business can no longer get the technology it needs to move forward due to an archaic platform, it's time to upgrade.



2 Benefit from a Centralized Database

Most health plans and recovery firms have multiple databases for each division, including one for subrogation; one for overpayments; one for fraud, waste, and abuse; and so on. These individual silos of data deliver the information needed within the department, but cannot easily be mined for an

overview of the business. When an organization cannot easily consolidate data and generate business reports across the system, it's time to look at a single platform solution with individual modules that can handle multiple lines of business using a centralized database. In addition to enabling the rapid access and delivery of critical business information, this approach consolidates vendor management issues and reduces maintenance costs.

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3 Streamline Processes with New Technology Options

One of the biggest changes in recent years in technology is the availability of applications via the hosted/ software-as-a-service model. This style of computing enables users to access the technology via an Internet-connected PC, and the benefits include easing deployment, lowering up-front technology costs, and reducing the burden on internal IT staff. In addition,

because the application is maintained and updated at the vendor's host site, companies have immediate access to new features, updates, and fixes without needing to upgrade the technology at their own facilities. Finally, because most vendors charge for these applications via a monthly hosting fee based on number of users, companies can have predictable, fixed expenses for the technology that are easy to budget. Companies can reduce their need for internal IT resources, including the



need to maintain staff knowledge on legacy systems. All of these changes enable companies to focus on their own business rather than managing the IT infrastructure.

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4 Position the Business for Future Initiatives

It is no revelation that the business is evolving. Companies must have a sustainable platform that will be able to support business needs for both the immediate and the intermediate future. Look ahead for three to five years: it is important for companies to have confidence that their

technology platform will be able to evolve as rapidly as the business itself, or risk being overtaken by competitors. Enhancements, processes, and strategies must be modified over time, and it makes sense to invest in a platform that will deliver results rapidly, when the business needs them, and that will easily scale to meet anticipated business growth.

6 Ease Regulatory Compliance

Maintaining compliance with ever-changing regulatory requirements is one of the biggest challenges in the subrogation industry. Modifying legacy technology is expensive and time-consuming, but today's modern platforms with state-of-the-art architecture enable companies to quickly and easily manage compliance on the fly.



5 Create New Revenue Streams

Some technology costs can actually be recovered – with today's state-of-the-art solutions, organizations can create programs that enhance the customer experience and create new fee-based deliverables. For example, enabling clients or partners to securely access the system to generate customized reports is the type of enhanced service that can deliver added revenue.

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7 Increase the Bottom Line

With the appropriate technology in place, subrogation departments can eliminate costly outsourcing contracts and keep the revenue in house. The right technology platform can enable businesses to address issues and provide services that have been done by external vendors, and enhance their portfolio while enhancing the bottom line.