



Healthcare Solutions:
Giving you the freedom to care.



Our deep industry-wide experience helps create better outcomes across the entire healthcare ecosystem.



What's the business of healthcare today?

It's really two businesses in one. Taking care of people – while taking care of the bottom line. At Xerox, we help you accomplish both goals.

By leveraging our expertise with every member of the healthcare ecosystem – providers and payers, employers and government agencies – we're making the business of healthcare more accessible, more affordable and more efficient. That's what we mean by the freedom to care.

Bringing innovative thinking to healthcare.

Leveraging our deep roots in innovation, Xerox keeps pushing the frontier in the business of healthcare. Our ongoing innovations help health professionals access data and organize information...create knowledge and coordinate actions...gain insights and make decisions.

We help the healthcare industry work smarter in three major areas:

Getting at the Relevant Information

Health professionals are more easily accessing data and organizing content, thanks to solutions such as advanced document recognition and intelligent data entry for claims processing, semantic health information interoperability, and active fraud and privacy violation detection.

Turning Information into Insights

To help the medical field transform information into intelligence, and intelligence into insights, we provide proactive care optimization, real-time clinical decision support, patient behavior modeling, population management, analytics for financial performance, Meaningful Use reporting and recovery services.

Putting Insights into Action

Insight is useless if not acted upon. Health professionals are using our innovations to gain new insights and make better-informed decisions faster...and to take positive action. We're creating intelligent nurse assistants, improving real-time decision systems, and automating payer and provider workflow processes.





Costs to Save

With our help, a health insurer saved over \$17 million by simplifying communications, print and mail. It achieved:

- 20 percent operational savings
- 25 percent postage savings
- 30 percent reduction in paper usage.

Claims to Accelerate

Working with Xerox, a leading health insurer reduced claims processing time by 75 percent, resulting in:

- 50 percent annual savings
- 50 percent faster turnaround time
- 80 percent auto-adjudication.



Repositioning payers for long-term success.

By re-engineering and accelerating claims processing, communications, documentation and other functions, payers can better manage their business... and increase efficiency in the process.

Our services span virtually all payer business processes, from claims processing to cost avoidance, audit and recovery...from personalized communications to member engagement...from liability to litigation... from customer contact to care.



Facts to Consider

- The top 10 Blue Cross Blue Shield organizations work with us
- 19 of the top 20 managed healthcare plans are clients
- Xerox touches 2/3 of all U.S. insured patients



Helping make practices more perfect.

Xerox helps hospitals, physicians and other providers conduct the business of medicine in a more efficient manner, by managing the data and documents that inform everything they do.

Benefiting from our healthcare industry expertise, scale, technology and innovations, providers can devote their time and resources to quality of care. The results: better staffing management, tighter regulatory compliance, greater operational efficiencies and reduced administrative costs.



Facts to Consider

- Over 1,500 hospitals served
- Best in KLAS, #1 in Technical Services (2010)
- Best in KLAS, #1 in ERP Implementations (2010)



Risks to Reduce

Using our solutions, a hospital reduced the costs and risks of uninsured ER visits, and:

- Improved care coordination and patient throughput
- Reduced uninsured ER visits by 43 percent
- Reduced inpatient admissions by 55 percent.

Revenues to Boost

Instilling new process improvements helped set an all-time cash collection record that:

- Improved financials and revenue cycle
- Enhanced patient safety
- Boosted MEDITECH system performance.



Records to Reconcile

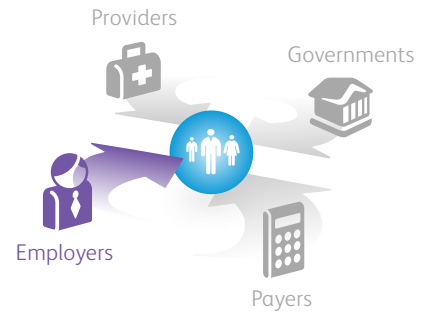
The key to eliminating double-handling, reconciliation and audits in this major auto maker's benefits records was to:

- Conduct a complete compliance review
- Fix incomplete/tainted pension data and accrued benefits records
- Directly update Total Benefits Outsourcing (TBO) systems files.

Seniors to Safeguard

A major union wanted more-affordable retiree healthcare. Our solution:

- Advised the client on a more cost-effective delivery model
- Closed the gap between assets and liabilities.



Giving employers the tools to control health costs.

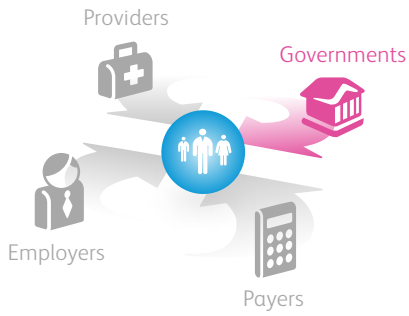
By showing employers greater efficiencies in their employee health plans, we help inform their workforces. And by providing credible and defensible solutions based on timely data, we help employers keep benefits costs in line... and build their business.

Whether we're enhancing a health plan's design, communications, incentives, vendor selection and management, or even turnkey plan development and implementation, Xerox is committed to controlling costs and increasing employee productivity.



Facts to Consider

- 30 years of expertise in employee benefits
- 200+ clients globally
- Nearly seven million participants



Partnering with states to keep citizens healthy.

Teaming with Xerox, state governments are enhancing the efficiency of their Medicaid programs, to help ensure the health of citizens...and reduce program costs in the process.

Our capabilities help states address a wide array of needs, from HIEs and EHRs... to analytics and reporting...to fraud and abuse prevention...to management and administration of health programs, pharmacy benefits, payment methods and more.



Facts to Consider

- 40 years of government health program experience
- Work with 31 states and Washington, D.C.
- 36 million citizens served
- Process \$63 billion in annual provider and drug spends
- Process 570 million health program claims yearly



Data to Transform

To reduce Medicaid costs for a state and its citizens, our efficient Health Information Exchange:

- Simplified coordination of care
- Made healthcare more affordable
- Improved health outcomes.

Giving you the freedom to care. Across the entire healthcare ecosystem, Xerox is helping ensure the health of both people and businesses. We're reducing costly waste and inefficiencies. And we transform data and documents into knowledge that people can access and share – so they can make wise decisions that improve health and drive success.

To learn more, call 877-414-2676
Mon–Fri, 8 a.m. to 8 p.m. ET or
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