



Modernizing legacy systems with minimal disruption

Organizations are increasingly feeling the need to embrace digital trends and to transform at a pace that keeps them competitive and relevant to customers. Information technology (IT) modernization expedites the process of digital transformation and enables organizations to focus on customer delight.

Carelon Global Solutions' IT modernization capabilities and tools enable health insurers to assess their IT portfolio, identify modernization opportunities, and execute programs with minimal business disruption.



Dedicated research and development teams focused on building modernization capabilities and partnering with leading cloud providers



Established frameworks for legacy system modernization



Extensive healthcare domain knowledge (e.g., systems and processes)



Proprietary digital assets for accelerated execution (e.g., data migration)

Expertise

- Legacy system modernization
- System architecture
- System design and development
- Cloud migration
- Test management and execution
- Data as a Service (DaaS)
- Agile methodologies and DevOps
- Test case automation
- Analytics load time accelerators methods

Success story

The customer's offline mode of reconciling claim payments resulted in a lack of transparency among stakeholders, significantly higher provider call volumes, and decreasing customer satisfaction.

Carelon Global Solutions developed a HyperLedger-based blockchain solution for claims payment reconciliation. This private blockchain managed critical financial attributes (amount, date, payee) essential for tracking payment statuses. Smart contracts were triggered for every transaction among stakeholders, resulting in real-time tracking of payment statuses on the ledger.

Results delivered



\$250K
annualized savings



2 hours fewer per
reconciliation
transaction



1,000
fewer daily
provider inquiries



Improved customer experience
(real-time payment status,
improved transparency among
stakeholders, self-service with
quicker turnaround)