CASE STUDY

A LEADING MEDICAID HEALTH PLAN TRANSFORMS PROVIDER NETWORK OPERATIONS

Infosys Helix

Our client, the nation's largest publicly operated Medicaid managed care organization, sought to modernize provider lifecycle operations while scaling a rapidly expanding network of hospitals, physicians, and community clinics.

Key Challenge

Breaking the Cycle of Fragmentation and Delay

Provider data was spread across multiple systems, creating inconsistencies and requiring constant manual reconciliation. Credentialing and onboarding workflows were slow and labor-intensive, delaying provider entry into the network. These inefficiencies not only increased operational burden but also disrupted claims processing and reimbursement cycles.

The Solution

A Unified Provider Lifecycle Platform

Infosys Helix introduced a centralized, digital platform to unify provider data and streamline lifecycle operations. By bringing credentialing, contracting, onboarding, and maintenance into a single system, the organization established a consistent, scalable operating model.

Driving Accuracy and Scale Across the Provider Network

Unified system of record
Centralizing provider data for improved visibility and consistency.

Automated lifecycle workflows
Streamlining credentialing, contracting, and onboarding.

Provider self-service enablement
Improving data timeliness while reducing admin effort.

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Benefits

Higher Accuracy. Faster Onboarding. Lower Friction.

With Infosys Helix, the client transformed provider operations into a streamlined, scalable function that supports network growth while improving data quality and operational efficiency:

98% data accuracy achieved across enterprise systems through improved provider data management.

100% digitization of document generation and delivery enabled via end-to-end digital workflows execution.

Faster onboarding achieved through automated provider lifecycle management.

Reduced operational friction by simplifying processes across the provider lifecycle, improving overall efficiency.

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INFOSYS HELIX

Infosys Helix enables payers to unify provider lifecycle operations, eliminate data fragmentation, and scale network growth with confidence. By integrating data, workflows, and user interactions into a single platform, organizations can improve accuracy, accelerate onboarding, and deliver better experiences across the provider ecosystem.

Learn more about how we enable organizations to empower better care.

For more information, contact askus@infosys.com

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