

Case Study: Healthcare Life Sciences Solution

The healthcare industry is often characterized by its complexity and stringent regulatory environment. One of our key clients, a prominent healthcare provider operating within this highly regulated industry, was struggling with managing their myriad of contracts. These contracts included payor agreements, provider agreements, physician services agreements, and Business Associate Agreements (BAAs), all of which required meticulous attention to detail and compliance with regulations such as CMS and HIPAA. Before partnering with Cimplifi, the client was grappling with inefficiencies and the cumbersome nature of manual contract management processes.

Client Challenge

Healthcare providers and payors are under constant pressure to maintain compliance with CMS and HIPAA regulations, which demand extensive transparency in pricing, rates, and data. Our client's primary challenges included:

- **Lack of Transparency:** Difficulty in obtaining a comprehensive, aggregated view of all existing agreements, making it hard to ensure compliance and operational efficiency.
- **Inefficient Cycle Times:** Standard agreement types faced prolonged cycle times due to manual processing, which hampered decision-making and operational efficiency.
- **Data Management:** Inconsistent and inefficient capturing of key contract data, leading to challenges in regulatory compliance and operational management.
- **Complex Workflows:** Managing numerous stakeholders (e.g., legal teams, contract managers, subject matter experts) in the contract lifecycle resulted in bottlenecks and communication breakdowns.
- **Legacy Agreements:** The challenge of ensuring that both existing and future agreements were captured accurately and made actionable.

Cimplifi Solution

To address these challenges, we implemented DocuSign CLM+ in conjunction with our expertise in custom analytics and AI. This robust solution provided the following key outcomes:

- **Provider Agreements:** We operationalized standard templates and accelerated the cycle times for these agreements, ensuring data transparency and compliance.
- **Payor Agreements:** Created workflows for AI and CLM data capture, including the ability to report and search on key metadata points related to highly variable rate table information, providing accurate and efficient data management.
- **Professional Services Agreements:** We standardized agreements for physician services (both individual and group) and BAAs, enhancing overall operational efficiency.
- **Streamlined Workflows:** By accounting for key stakeholders and creating user-friendly interfaces, we ensured that essential data was readily available and workflows were simplified.
- **Comprehensive Agreement Coverage:** Our solutions addressed both existing and future agreements, ensuring a holistic approach to contract lifecycle management.
- **Enhanced Risk Review:** Leveraging the robust AI capabilities with DocuSign CLM+, the client can now review the risk profile on their Agreements.