

## Healthcare BPO

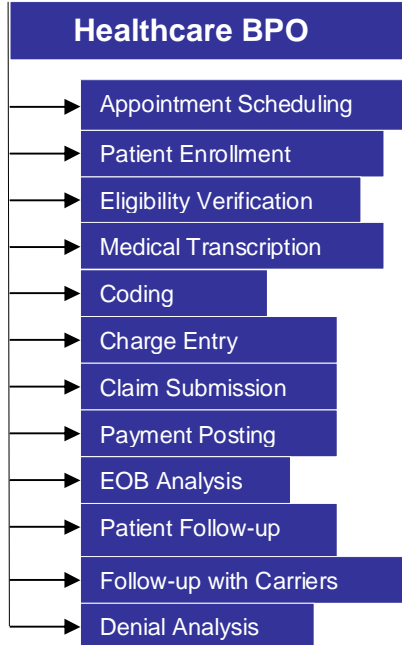
WOW Global Healthcare BPO provides end-to-end Business Process Outsourcing solutions for the healthcare industry, with a focus on reducing and managing the costs of healthcare administration, continuous business process improvements and providing complete turnkey solutions.

"We approached WOW Global to upgrade our Healthcare IT systems and improve medical transcription process for multiple facilities. They promptly responded to provide robust solution and improved the quality and turnaround time of our medical transcription."

**-Dr. Yogindra Balhara**  
**BI Medicine Associate**

### Healthcare BPO Services

WOW's Healthcare BPO practice serves customers across the value chain, including payers, providers, medical billing companies, hospitals, physicians and physicians' groups. Our professionals have hands-on experience with the following services:



WOW Healthcare BPO practice provides high quality services for the healthcare industry focusing on:

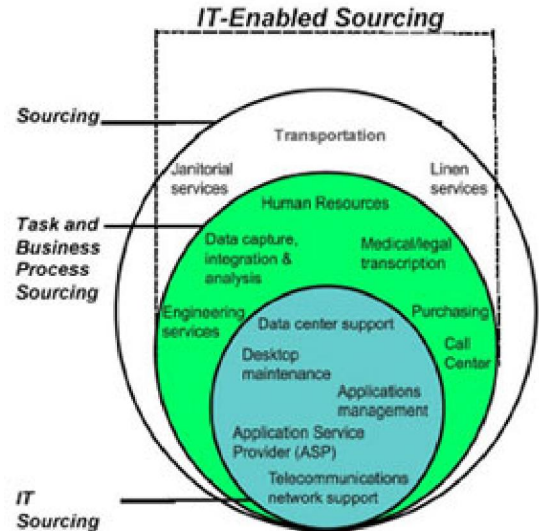
- ◆ Reducing and managing the costs of healthcare administration
- ◆ Enabling clients to focus on core competencies
- ◆ Utilizing the latest software and hardware technology
- ◆ Providing a fully HIPAA compliant service
- ◆ Managing the service life cycle through the eSourcing Capability Model (eSCM)
- ◆ Applying Six Sigma methodology for continuous process improvement

WOW Healthcare BPO performance guarantee provides our clients with:

- ◆ Increased Quality
- ◆ Increased Cash Flow
- ◆ Ability to provide manpower on multiple shifts
- ◆ Decrease in turnaround time
- ◆ Reduced A/R
- ◆ Significant Cost Savings

### Delivery Model

WOW Healthcare BPO practice offers cost-cutting solutions to help business functions become more cost-efficient and productive. WOW provides flexible onsite/offsite/offshore solutions to the clients. Adopting Carnegie Mellon University - IT Services Qualification Center's eSCM quality model, WOW Global provides distinctive quality in the delivery of Healthcare BPO services.



### Why WOW Global?

Our industry tested and proven methodologies, continuous quality improvement & extensive technological and healthcare industry knowledge enables us to deliver substantial bottom-line benefits.

#### ✓ Global Delivery Model

Enables a seamless delivery of healthcare processes from a network of delivery centers around the world with focus hubs in the United States and India.

#### ✓ People Management Practices

Ensures the implementation of stringent sourcing, hiring world-class talent, continuous training and robust people engagement initiatives in a role-based organization.

#### ✓ Healthcare Training

WOW Global has a Healthcare Center of Excellence (HCoE) that conducts customized training programs for IT systems and business processes.

#### ✓ Best-in-class Implementation Approach

WOW Global's implementation approach is founded on a robust healthcare focused transition methodology. Our result-oriented approach is structured on proactive forecasting, mitigation of migration risks and change management.

#### ✓ HIPAA Readiness

WOW Global has a comprehensive HIPAA compliance policy and undertakes regular HIPAA audits and training.



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