OpenConnect Named a Select Program Partner by America’s Health Insurance Plans

*AHIP Backs Company’s Process Intelligence and Workforce Analytics Solutions; Values Insight Into Staff Performance, Increased Efficiencies, Reduced Administrative Costs*

**Dallas, TX, December 13, 2011** - [OpenConnect](http://www.oc.com/), the leader in process intelligence and workforce analytics software and services, today announced its inclusion in America’s Health Insurance Plans’ (AHIP) [Select Partners Program](http://www.ahip.org/Conferences/Institute2012/SelectPartners/). The Select Partners Program showcases exceptional, innovative companies like OpenConnect that are positively influencing the health insurance industry and AHIP’s 1,300 health plan members.

As healthcare insurance organizations look to operate more cost-effectively under new delivery and payment models, healthcare executives must ensure they can proactively identify and resolve business-related issues. AHIP is encouraging its member organizations to evaluate OpenConnect’s [*Comprehend*](http://www.oc.com/technology/), which is already helping some of the country’s largest [healthcare insurance](http://www.oc.com/industries/healthcare_insurance/) payers to significantly improve auto adjudication rates, reduce adjustments and improve workforce productivity.

“Our Plan members are navigating a complex and shifting set of expectations while serving more than 200 million Americans,” said Charles Stellar, executive vice president, AHIP. “I believe *Comprehend* can play a critical role in improving a health plan’s operational efficiency and beneficiary satisfaction. I am pleased to call OpenConnect an AHIP Select Partner and encourage members to look closely at the company and its solutions.”

The OpenConnect *Comprehend* solution provides the detailed event-based intelligence around the complete claims operation and member service process. The *Comprehend* solution includes:

[*Comprehend* Workforce Reporting and Analysis](http://oc.com/technology/wra/) provides real-time metrics into worker productivity and operational inventory.

[*Comprehend* Workforce Intelligence](http://oc.com/technology/workforce_intelligence/) provides event-based analytics on the exact productivity and costs due to manual work in claims operations.

[*Comprehend* Process Intelligence](http://oc.com/technology/process_intelligence/) provides a complete view of the end-to-end process (from claim submission all the way through payment) to quickly pinpoint and resolve rework and process bottlenecks.

[*Comprehend* Automation](http://oc.com/technology/automation/) provides “virtual examiners” to automate manual processes and free human capital to focus on improving service levels.

[*Comprehend* Customer Intelligence](http://oc.com/technology/customer_intelligence/) provides a detailed view of the entire customer process and experience to pinpoint specific areas of improvement.

“We’re delighted by this recognition from AHIP and excited by the opportunity to partner with an increasing number of healthcare insurance providers,” said [Edward M.L. Peters](http://oc.com/company/management/), CEO of OpenConnect. “We understand the challenges healthcare insurance executives face in achieving lower administrative costs and improving workforce productivity. Our *Comprehend* solution has successfully proven its value to the Plans with which we have worked, allowing them to gain visibility into their processes, eliminate work, and improve financial performance.”

**About AHIP**  
America’s Health Insurance Plans (AHIP) is the national trade association representing the health insurance industry. AHIP’s members provide health and supplemental benefits to more than 200 million Americans through employer-sponsored coverage, the individual insurance market, and public programs such as Medicare and Medicaid. AHIP advocates for public policies that expand access to affordable health care coverage to all Americans through a competitive marketplace that fosters choice, quality and innovation.

**About OpenConnect**

OpenConnect is the leader in [process intelligence and workforce analytics solutions](http://www.oc.com/technology/) that automatically discover, automate and improve service processes and optimize workforce productivity. Combining unparalleled experience and solution capabilities, OpenConnect enables our clients to more quickly address and adapt to today’s operational and competitive challenges. Learn more about OpenConnect at [www.oc.com](http://www.oc.com).

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