Transforming healthcare operations

Proven results from UST SmartOps for healthcare payers and providers

Healthcare organizations are under constant pressure to reduce administrative costs, improve care delivery, accelerate decisions, and enhance member and patient experiences, all while working across fragmented systems.

UST SmartOps helps healthcare organizations automate and orchestrate operational workflows across clinical, claims, administrative, and other enterprise systems to improve efficiency, accuracy, and speed without replacing existing technology.

1

Measurable outcomes across healthcare operations

The results below highlight measurable improvements in efficiency, speed, and staff capacity across payer, provider, and care management workflows, from benefit configuration and prior authorization to reporting and care coordination.

Benefit configuration

96%
reduction in configuration time

95%
reduction in manual review effort

Prior authorization

60%
reduction in processing time

~80%
improvement in data accuracy

Service desk operations

20%
reduction in service desk tickets

Faster issue resolution and reduced wait times

Provider payment accuracy

~75%
reduction in manual comparison effort

100%
coverage of provider manual comparisons

Claims reporting

75%
reduction in report generation and validation effort

66.6%
faster operational decision-making

EHR report generation

95%
reduction in report processing time

80%
improvement in staff availability

AI-assisted care coordination

30–50%
reduction in care coordination effort

40–60%
faster case handling

2

Pre-built, ready-to-implement solutions

Jumpstart automation with prebuilt healthcare solutions designed for high-value payer and provider workflows. UST SmartOps combines configurable accelerators with enterprise orchestration to reduce implementation time and accelerate business value.

UST CarePilot, powered by UST SmartOps

An AI-powered member care intelligence layer that works alongside existing care management and clinical systems, connecting fragmented information so organizations can coordinate care more efficiently and improve outcomes.

UST MedDischarge Assistant, powered by UST SmartOps

An intelligent discharge solution that turns fragmented clinical records into complete discharge summaries, reducing documentation effort so clinicians can discharge patients sooner and hospitals can operate more efficiently.

3

Use cases in action

Healthcare payers and providers are putting UST SmartOps to work across high-value operational functions, connecting systems and workflows to streamline complex processes and improve execution.

Provider network operations

- Provider credentialing and network validation
- Provider dispute resolution
- Automated eye prescription processing
- Compliance reporting
- HPMS regulatory audit automation
- NDW L1/L2 certification automation
- AIOps monitoring, ticketing and auto resolution

Payer operations

- Automated prior authorization
- Automated benefit configuration
- Automated benefit validation claims to EDI conversion
- Automated member onboarding
- Automated secondary claims adjudication

4

Enterprise-ready by design

Built for the security, governance, integration, and deployment requirements of complex healthcare environments.

- HIPAA-compliant architecture
- Enterprise-grade security and governance
- Responsible AI with explainable recommendations
- Audit-ready controls
- Works with existing healthcare systems, no rip and replace
- Cloud, hybrid, and on-prem deployment options

About UST SmartOps

UST SmartOps is a process transformation platform that helps healthcare organizations orchestrate AI, automation, workflows, and enterprise systems to improve operational efficiency, accelerate decision-making, and deliver better member and patient experiences. Built for complex healthcare environments, SmartOps integrates with existing technologies and provides the enterprise-grade security, governance, and deployment flexibility organizations need to automate with confidence.

Since 1999, UST has worked side by side with the world's best companies to make a powerful impact through transformation. Powered by technology, driven by AI, inspired by people, and led by our purpose, we partner with our clients from design to operation. Our AI-driven digital solutions, proprietary platforms, engineering, R&D, products, and innovation ecosystem turn core challenges into impactful, disruptive business outcomes. With deep industry knowledge and a future-ready mindset, we infuse expertise, innovation, and agility into our clients' organizations—delivering measurable value and positive lasting change for them, their customers, and communities around the world. Together, with 30,000+ employees in 35+ countries, we build for boundless impact—touching billions of lives in the process.

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