



Brillio's

Healthcare & LifeSciences Capabilities

March 2026

Healthcare @ Brillio

CONSUMER MICRO JOURNEYS

ENROLL & RENEW

PLAN FOR CARE

GET CARE

MANAGE CARE

MY ACCOUNTS

Understand plan options

Enroll In & Purchase a Plan

Learn about Wellness Programs

Find a Provider

Determine Coverage

Visit Provider

Emergency Care

Resolve problems Getting Care

Pay For Care

Manage My Condition

Fill and Manage Rx

Account Management

Pay for Coverage



Value Delivered

72%

Increase in Customer Engagement through AI

80%

Member call containment rate

86%

Reduction in member navigation time

~96%

Reduction in TAT for consent mgmt.

30%

Reduction in Unnecessary ER visits

200%

Increase in members opting for wellness programs

20%

increase in preventive screenings > 15% reduction in late-stage diagnosis



Solution Offerings

Engage Consumer

Curated Agentic AI Assistants – Agents, Member/Patient, Provider

Transform Care

Contact Center (Member/Provider) Self Service Accelerators

Hyperaccelerate Insights

NBA Engine (Member/Provider) - Engagement metrics, ML algos, data pipelines

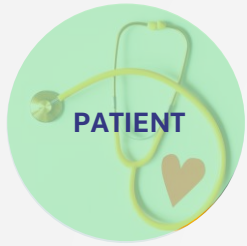
Optimize Operations

DecypherGPT - powered by Clinical NLP engine (unstructured clinical data analytics)

AI-ize Technology

AI led data assets e.g. BenefitsGPT, ProviderGPT, AuthGPT - Embeddings, model architecture, graph visualization

Brillio's Health Cloud & Life Science Capabilities



PATIENT

360 Patient Management

- Unified Patient Profile in single view
- Streamline Patient lifecycle from acquisition to loyalty to referral tracking
- Timeline view, medical history & gaps

Patient Intake & Registration

- Digital Intake forms for mobility and self registration portals
- Dynamic Assessments to collect social determinants of health, risk factors and demographic details

Patient Engagement & Experience

- Patient Portals to secure access to records, and care plans
- Omni Messaging via Email, SMS, chat, voice for reminders & outreach
- Journey Automation workflows for health events and milestones

Simplified case management

- Case management, routing and assignment
- AI enabled Self Service Portal



PAYERS

Member 360 and Unified Data Layer

- Single view for eligibility, claims, authorizations, benefits, and engagement data
- Household & Employer Group Mapping
- Real-time ingestion of claims, clinical, and external data

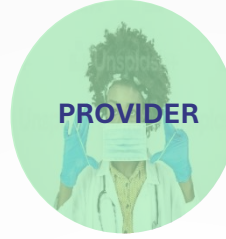
Enrollment, Eligibility & Benefits Management

- Enrollment automation for onboarding for new members and and manage renewals
- Benefits visibility configuration to view details, co-pays, deductibles, and limits
- Eligibility checks using Real-time verification via integration systems

Simplified case management

- Case management, routing and assignment
- AI enabled Self Service Portal

Automated Referral and Claim Management



PROVIDER

Care management

- Automated ecosystem integrating data & workflows enabling real-time collaboration between care managers, members & providers

Secure Access

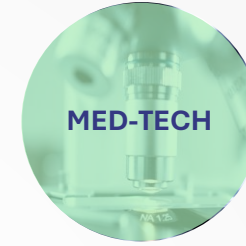
- Automated provider access approvals with an AI first approach for experiencing easier, smart and safer access.

Intelligent Contact Center

- AI-powered contact center enabling seamless, personalized, and efficient customer interactions across channels.

Remote Patient Management

- Platform setup for effective delivery of remote (decentralized)
- Knowledge articles



MED-TECH

Sales Automation & Insights

- Lead, Account, and opportunity management, AI-driven prioritization, and next-best actions

CPQ, Order Management, and Billing

- Product Catalog & Configuration to manage complex device/product hierarchies, attributes, and bundles
- Streamline quoting, approvals, amendments and renewals
- Order Orchestration to manage order capture, fulfillment, and change mgmt. across channels.
- Automated billing and invoicing
- Recall management

Field Inventory / Field Stock Management for Supply Chain

- Supply chain 360 view
- Real-time visibility into device stock in field / reps / warehouses; ability to swap, replenish, trace and tracking



PHARMA

Clinical Trials Management System

- Process design for recruitment, enrollment, screening, randomization, consent, site operations, and monitoring
- Migration from legacy systems for trial teams, patients, & clinical data
- Optimized workflow Management to eliminate manual intervention
- Clinical Trials Validation Support

Scaling Advanced Therapies

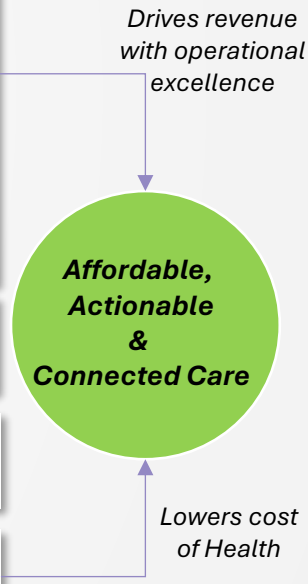
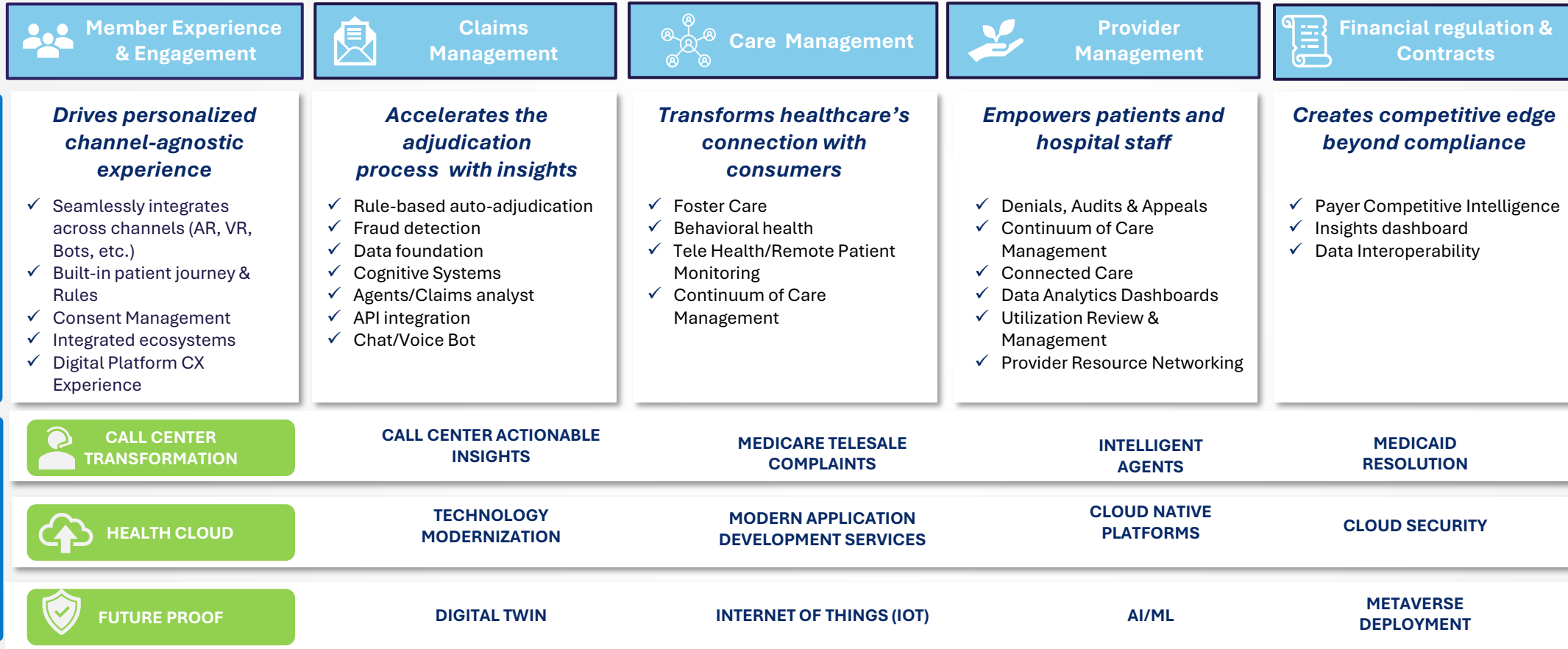
- AI/ML solutions for enabling Technicians for Cell Gene Therapy
- Streamline cell and gene therapy processes to improve outcomes and lower costs

Commercial Execution / Sales

- HCP / Account engagement, territory & incentive management, next-best actions, insights, product catalog, and product allocation
- Event and Compliance Mgmt.

Our Health Care experience across the Value Chain for Payers

Brillio brings in-depth experience in customer experience management and claims for commercial, Medicare & Medicaid programs that **greatly help design a robust claims submission & similar other processes from a provider perspective** with higher initial claim pass percentage while being compliant with all regulations.



Our Health Care experience across the Value Chain for Providers

Industry Specific Solutions

Care Delivery

Accelerate the shift of care from volume to value

- ✓ Computer Vision (IVF)
- ✓ Reduce Patient Readmission
- ✓ Provider Onboarding
- ✓ Member Management
- ✓ Clinical evaluations
- ✓ Covid Virtual assistance
- ✓ Secure Access

Care Management

Creates competitive edge beyond compliance

- ✓ Price Competitive Intelligence tool
- ✓ Insights dashboard
- ✓ Data Interoperability

Financial regulation & Contracts

Creates competitive edge beyond compliance

- ✓ Insights dashboard
- ✓ Data Interoperability
- ✓ Revenue Cycle Management

Drives revenue with operational excellence

Horizontal Solutions

CALL CENTER TRANSFORMATION

CALL CENTER ACTIONABLE INSIGHTS

MEDICARE TELESALE COMPLAINTS

INTELLIGENT AGENTS

MEDICAID RESOLUTION

HEALTH CLOUD

TECHNOLOGY MODERNIZATION

MODERN APPLICATION DEVELOPMENT SERVICES

CLOUD NATIVE PLATFORMS

CLOUD SECURITY

FUTURE PROOF

DIGITAL TWIN

INTERNET OF THINGS(IOT)

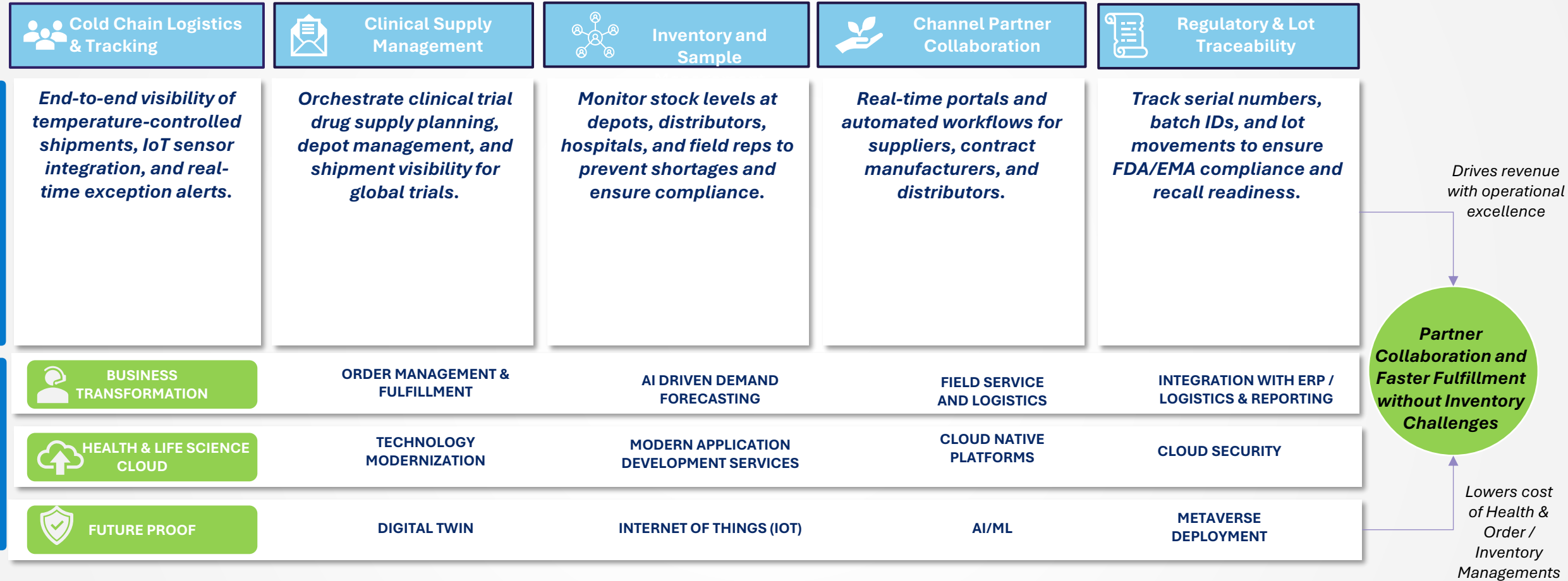
AI/ML

METaverse DEPLOYMENT

Affordable, Actionable & Connected Care

Lowers cost of Health

Our Supply Chain experience across the Value Chain for Life Sciences



Our Life Sciences experience across the value chain

Drug discovery and medical device product development	Pre-clinical and clinical trials	Manufacturing Operations	Supply chain & Distribution	Sales and Marketing	Digital Health
					
<ul style="list-style-type: none"> • Natural Language conversational querying • Protein Crystallization classification • Disease detection through report image analysis 	<ul style="list-style-type: none"> • Accelerated Protocol to Trial setup • Smart clinical trials • Protocol feasibility assessment • Patient screening & identification • Clinical Trial Support services (Salesforce Health Cloud) • Risk Evaluation & Mitigation Strategy (Salesforce Health Cloud) 	<ul style="list-style-type: none"> • Manufacturing intelligence • AI/ML solutions for enabling Technicians for Cell Gene Therapy • Scaling Advanced Therapies- Streamline CGT processes to improve outcomes and lower costs. 	<ul style="list-style-type: none"> • Supply Chain 360 • Track and Trace 	<ul style="list-style-type: none"> • CRM/Customer 360 • Commercial Analytics • Omni channel engagement • Digital Marketing • Sales modernization • E-commerce (B2B and D2C) • Mobile field sales enablement • Web Redesign Framework 	<ul style="list-style-type: none"> • AI assisted performance optimization of surgery • Remote monitoring • Digital Companion • Connected health

Enablers

Brillio Enterprise Cognitive Search

SHIP RAF

Org Health Check

Responsible AI

Enterprise Data Management Suite

MarTech Assessment Framework

NLP Suite

One Engineering

ML @ Scale

Customer Data Platform

Marketing & Loyalty Transformation

Multi Product Marketing Compliance Management

CMS Interoperability

One Cloud

Employee Engagement Community Templates

Digital Experience and Member 360 for Payers

- Unified Member 360 Intelligence
- Personalized Engagement Engine
- Smart Care Gap Navigator
- Omnichannel Experience Hub
- Automated Payer Workflows
- Health Outcomes Insight Fabric

Business Outcomes

- **Member Satisfaction & Retention:** 20–30% increase in NPS/CSAT through personalized digital experience.
- **Care Gap Closure:** 25–40% improvement in proactive care gap identification and resolution.
- **Operational Efficiency:** 30–40% reduction in call center volumes via self-service & digital channels.
- **Agent Productivity Boost:** 2x faster resolution with unified Member 360 view across benefits, claims, and care.
- **Cost Savings:** 20–25% savings from automation of prior auth, eligibility checks, and claims status inquiries.
- **Regulatory & Compliance Readiness:** 50%+ improvement in adherence to CMS/NCQA guidelines.

Brillio's Digital Experience & Member 360 Solution

- **Unified Member 360:** Consolidated view of benefits, claims, authorizations, care plans, and engagement history.
- **Omnichannel Digital Experience:** Tailored web/mobile portal for members to self-serve (eligibility, claims, ID cards, provider search).
- **Care Management Integration:** Seamless collaboration across payers, providers, and care teams to coordinate care plans.
- **Personalized Engagement:** Use AI/Next Best Action to recommend wellness programs, preventive screenings, and financial incentives.
- **Automated Workflows:** Streamline prior authorization, eligibility verification, and claims status tracking with Flow + AI.
- **Conversational AI & Virtual Assistant:** AI-driven chatbots for members to resolve FAQs, navigate benefits, and get real-time updates.
- **Analytics & Health Outcomes Dashboard:** Insights into utilization, member risk, gaps in care, and population health trends.



Thank You