Workers' Comp

Moving Bill Review Forward Without Slowing Your Business Down

A Practical Guide to Enlyte's Implementation Process

For many claim organizations, changing bill review vendors feels risky. Leaders worry about long implementation timelines, heavy IT involvement, claim handler disruption, service interruptions and whether the investment will pay off.

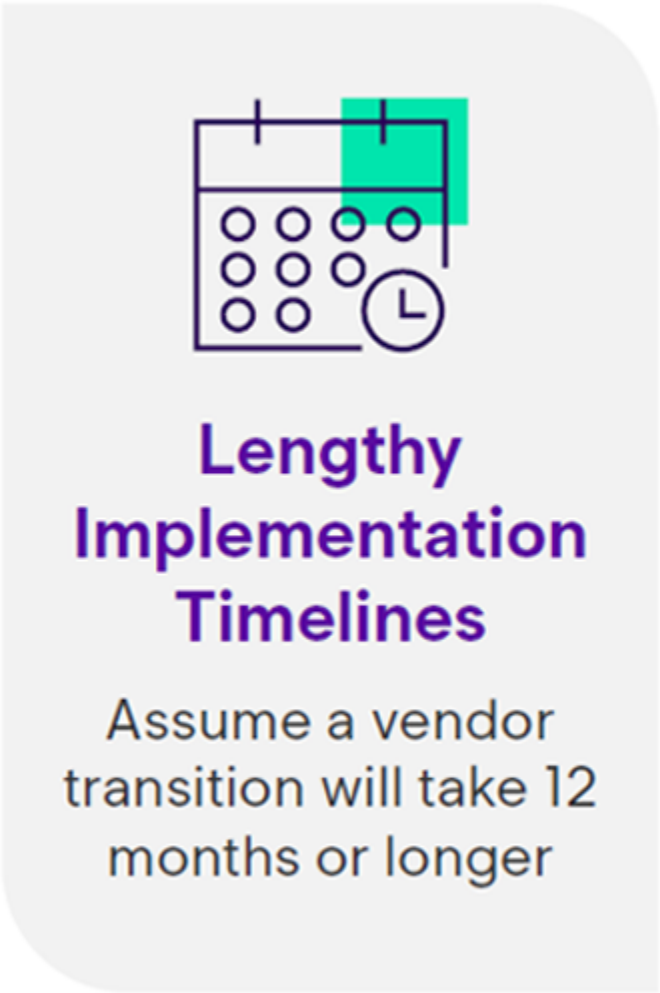
Enlyte makes the transition simpler.

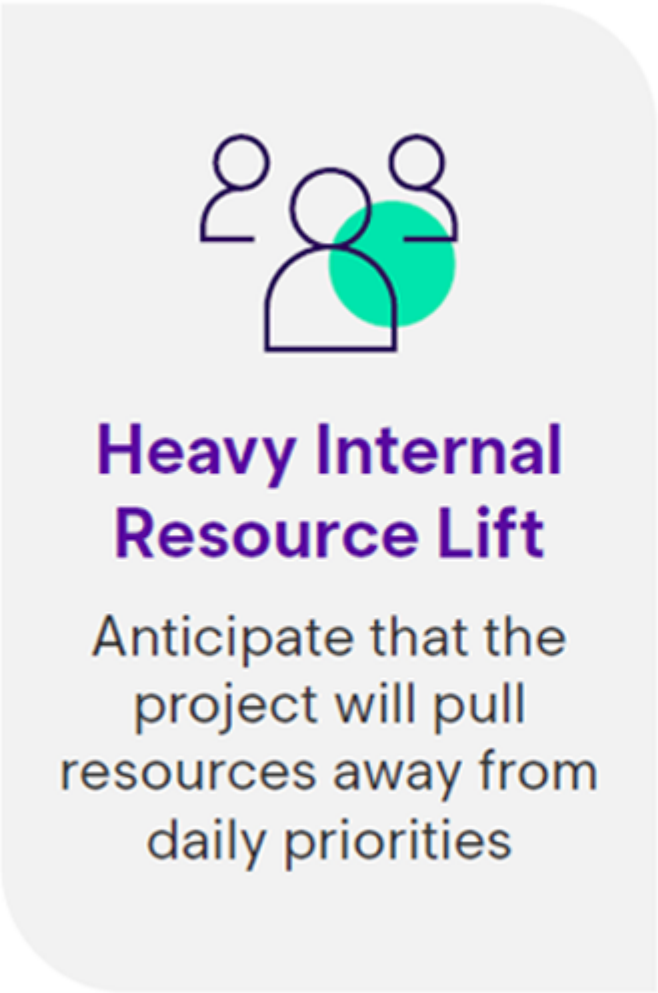
Our implementation process gives you a clear plan, defined roles, practical workflows and steady communication from kickoff through launch. The goal is simple: help organizations move to a stronger bill review solution without creating unnecessary work for claim handlers, operations or IT teams.

Table of Contents

5 Common Concerns When Switching Bill Review Vendors
Myth vs. Reality
What to Expect—Your Implementation Journey
Modernization Without the Disruption
Claim System Integration Expertise
Demonstrated Implementation Success

5 Common Concerns When Switching Bill Review Vendors





Enlyte's Promise

A structured, transparent and collaborative implementation experience designed to help you transition quickly, minimize complexity and maintain business continuity.

MYTH

“We’ll need a huge IT project.”

REALITY

Enlyte reduces IT lift through modernized implementation methods, standard integration approaches (such as APIs and EDI connections), and a focus on must-have requirements. Our approach is designed to avoid unnecessary burdens and limit custom development to business needs that create clear value.

“Claim handlers will have to learn a new process.”

Enlyte’s claim system integrations support familiar workflows within the claims systems users already know. Integrated user experiences, single sign-on and optimized workflows help reduce training needs and minimize disruption for claim handlers. Plus, a dedicated Enlyte trainer guides users through onboarding and helps ensure successful adoption.

“Implementation will take 12 months.”

Every implementation is tailored to the client’s timeline and business objectives. To help accelerate delivery and reduce schedule risk, Enlyte recommends a Model Office approach that emphasizes proven solutions before custom development.

“We’ll experience service disruption.”

Enlyte’s implementation process emphasizes governance, testing, quality control, and transition planning. We don’t go live until the client has successfully completed User Acceptance Testing and approved the solution, helping ensure a seamless transition with no service disruptions.

What to Expect—Your Implementation Journey

A step-by-step approach designed to keep your project on track and your team informed.

1. Define Scope and Success

We begin by identifying business outcomes, measurable objectives, project deliverables, assumptions, exclusions and acceptance criteria. This gives both teams a shared definition of success before implementation begins.

2. Align Stakeholders and Resources

Successful implementations depend on clear roles, timely decisions, and expert guidance. Your Client Advisor helps align business, operations, and IT stakeholders while recommending proven solutions and limiting customization to where it adds value.

3. Configure and Build

We configure workflows, integrations and operational components to support the client's bill review program. Our approach emphasizes must-have requirements, practical configuration and intentional development.

4. Test and Validate

Before go-live, we validate the solution through system checks and user acceptance testing of a prototype. This confirms that workflows, integrations, data exchange and operational processes are working as expected.

5. Launch with Confidence

After client approval, the solution moves into production and user training begins. This gives stakeholders time to understand the process, prepare their teams and get ready for go-live.

6. Ongoing Support

After launch, we provide a defined warranty period, conduct post-implementation review activities and transition the program to ongoing support. This helps ensure continuity, issue resolution and long-term operational success.

The Enlyte Team You'll Work With

Program Manager
Leads project coordination, governance, communication and timeline management

Implementation Manager
Manages product configuration, implementation delivery and client readiness

Solutions Consultant
Supports project scoping, business requirements and solution alignment

Client Advisor
An extension of the Solution Consultant role, but continues on with the project team to ensure continuity from scoping to go-live, ensuring all items are accounted for.

Professional Services Consultant
Provides customized solution support and business process expertise

Software Development Engineer
Handles technical development and integrations when required

Trainer
Leads user training, knowledge transfer and adoption support

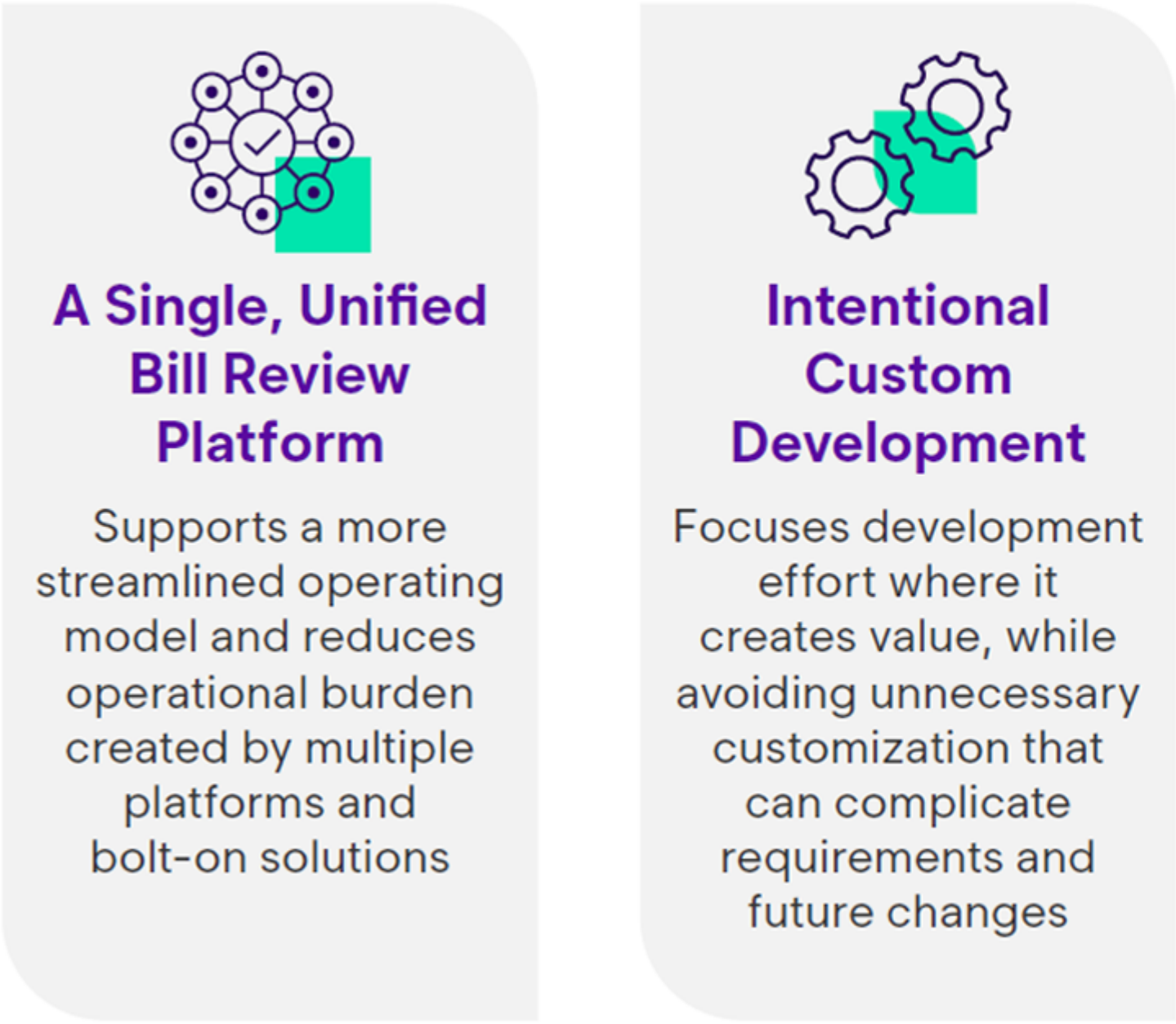
Together, these roles bring business expertise, technical expertise and clear communication to every phase of the implementation process.

Modernization Without the Disruption

Built to reduce complexity, support connectivity and accelerate value.

Enlyte's bill review implementation approach is designed around modernization with purposeful configurability. Rather than relying on extensive custom development or a collection of bolt-on solutions, Enlyte leverages a unified platform and strategic configuration tailored to each client's business objectives. This approach delivers the flexibility needed to support unique operational requirements while avoiding unnecessary complexity that can increase costs, prolong implementations and hinder future scalability.

A Practical Approach to Implementation



Claim System Integration Expertise

For clients using Guidewire ClaimCenter, Origami Risk or other leading claims platforms, Enlyte brings integration experience and proven capabilities designed to simplify connectivity, reduce implementation burden and accelerate time to value.

Enlyte's Guidewire Capabilities Su

Real-time data synchronization

Improves data accuracy and sup
efficient claims and bill review w

Single sign-on

Reduces the number of systems
passwords users need to manag

Integrated user experience

Allows staff to work within familia
system workflows, helping reduc
needs and improve adoption

Flexible integration approach

Connects through APIs, EDI and
established integration methods
reduce implementation complexi
while supporting future scalabilit

Demonstrated Implementation Success

In a recent bill review implementation, the client needed to transition two bill review platforms under aggressive go-live timelines. The implementation involved complex customer specific workflows and required custom development to support a provider network bridge.

Critical success factors included:

- Single-platform approach that eliminated complex integrations
- Model Office methodology with purpose-built customization
- Focus on must-have requirements instead of nice-to-have complexity
- Exceptional client engagement and rapid decision-making
- Clear executive sponsorship and aligned priorities
- Collaborative prioritization throughout the project

The result was a streamlined bill review implementation delivered in three months with zero service disruptions.

A Proven Path to a Successful Bill Review Transformation

Changing bill review vendors does not have to mean a long, disruptive, resource-heavy project. With Enlyte, you gain an experienced implementation partner, a modernized technology approach, claim system integration expertise and a structured process designed to help you transition with ease.

Ready to move your bill review program forward without slowing your operations down? Connect with an expert.

Would you like this emailed to you?

©2022 Enlyte Group, LLC.

mitchell | genex | coventry