BioSpectrum
the business of Bio & Health Sciences
ASIA EDITION

DocDoc and SpesNet to deliver world's first completely digital health ecosystem

November 30, 2020 | News

Brings the future of TPA technology to insurers and tackling medical inflation



Singapore based DocDoc Pte Ltd., the world's first patient intelligence company, has partnered with SpesNet Global Group, a leading healthcare technology provider, to integrate its digital TPA technology and provide a first-of-its-kind complete digital health ecosystem to insurers, supporting their policyholders through the continuum of care. Under this agreement, DocDoc will receive exclusive access to SpesNet's platform to include Singapore, Malaysia, Thailand, Hong Kong, India, and the People's Republic of China.

Under this agreement, DocDoc will integrate SpesNet's digital TPA technology with DocDoc's telemedicine platform and AI-powered doctor discovery platform, HOPE (Heuristic for Outcome, Price and Experience), which matches policyholders to relevant healthcare providers, to power a holistic offering.

Through this integration, the patient intelligence company will be able to offer cashless services, as well as seamless claims processing to payers, including insurance companies, brokers, employers, and bancassurance partners across Asia and beyond.

With a self-reinforcing data loop in place, the DocDoc-SpesNet digital ecosystem will learn from every interaction among policyholders, healthcare providers, and payers, helping insurance companies and the industry at large to better understand medical trends, identify and define risk categorisation, develop treatment opportunities for at risk populations, tackle medical inflation, as well as improve upon the overall delivery of care and the healthcare value chain.

SpesNet has a global footprint and together with DocDoc will be serving 6,000,000 active members across +90 insurance, government and corporate organisations in North America, Africa, and Asia. In partnerships with payers, DocDoc has demonstrated that it can generate a positive return on investment by increasing policyholder engagement, reducing healthcare costs, and delivering a better healthcare experience.

The largely analogue and highly manual method of operations endemic in most third-party administrators make them ripe for disruption. By partnering with SpesNet, DocDoc has invested in the future of digital TPA technology. A future that is paperless, real-time, data-driven and most importantly proven to increase efficiencies, reduce costs, and revolutionise analytics, whilst offering a centralised regional solution to Insurance houses.

The claims data processed from the digital TPA will help to increase quality data collection, feeding back into DocDoc's HOPE algorithms that are designed to improve policyholders' healthcare journeys by improving quality of care and reducing costs. By fully integrating SpesNet's TPA technology into its platform, DocDoc will be able to power a full knowledge ecosystem and data loop that benefits both insurance partners and policyholders.

This partnership also includes the following benefits to healthcare providers:

- **Risk Mitigation**: A risk engine which identifies anomalies from policyholders in real-time, flagging it for rapid intervention.
- **Benefits Validations**: The system enables providers to instantly verify a policyholder's eligibility and benefit coverage, improving the policyholder experience while avoiding claims disputes.

DocDoc is a high-tech outsource partner, delivering value across every level of the organization.