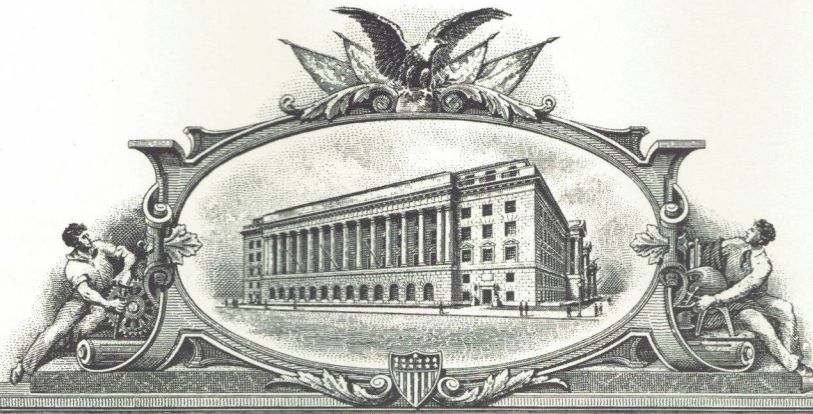


8594347



THE UNITED STATES OF AMERICA

TO ALL TO WHOM THESE PRESENTS SHALL COME:

UNITED STATES DEPARTMENT OF COMMERCE

United States Patent and Trademark Office

April 29, 2025

**THIS IS TO CERTIFY THAT ANNEXED IS A TRUE COPY FROM THE
RECORDS OF THIS OFFICE OF THE APPLICATION AS FILED FOR:**

TRADEMARK SERIAL: 98/820,630

FILING DATE: *October 25, 2024*

**By Authority of the
Under Secretary of Commerce for Intellectual Property
and Director of the United States Patent and Trademark Office**

Rodney Glover

**Rodney Glover
Certifying Officer**



Trademark/Service Mark Application, Principal Register

Serial Number: 98820630

Filing Date: 10/25/2024

The table below presents the data as entered.

Input Field	Entered
SERIAL NUMBER	98820630
MARK INFORMATION	
*MARK	<u>\\TICRS\EXPORT18\IMAGEOUT</u> <u>18\988\206\98820630\xml1 \ APP0002.JPG</u>
SPECIAL FORM	YES
USPTO-GENERATED IMAGE	NO
LITERAL ELEMENT	SAGILITY
COLOR MARK	NO
*DESCRIPTION OF THE MARK (and Color Location, if applicable)	The mark consists of a geometric design to the left of the word "SAGILITY".
PIXEL COUNT ACCEPTABLE	YES
PIXEL COUNT	907 x 251
REGISTER	Principal
APPLICANT INFORMATION	
*OWNER OF MARK	Sagility Operations Inc.
*MAILING ADDRESS	11000 Westmoor Circle, Suite 125
*CITY	Westminster
*STATE (Required for U.S. applicants)	Colorado
*COUNTRY/REGION/JURISDICTION/U.S. TERRITORY	United States
*ZIP/POSTAL CODE (Required for U.S. and certain international addresses)	80021
*EMAIL ADDRESS	XXXX
LEGAL ENTITY INFORMATION	
TYPE	corporation
STATE/COUNTRY/REGION/JURISDICTION/U.S. TERRITORY OF INCORPORATION	Delaware
GOODS AND/OR SERVICES AND BASIS INFORMATION	
INTERNATIONAL CLASS	035
	Healthcare cost services, namely, reducing costs of care by building resilience and improving life satisfaction related to the prevention and mitigation of frailty and falls; medical management services, namely, early identification of frailty in

*IDENTIFICATION	populations with risk factors contributing to frailty and fall risk and providing comprehensive evidence-based clinical interventions to mitigate frailty risks; business consultation in the field of electronic processing of health care information and health insurance information; data processing and business information management for insurance companies and health care providers; online business research and business data analysis services in the fields of over payment, waste, fraud detection, fraud prevention, and fraud mitigation; collection, compilation and systemization of information into a single computer database in the fields of fraudulent and suspicious activity related to credit cards, finance, insurance, health care, and identity protection; Medical cost management, namely, reviewing and making business-related recommendations in the fields of medical, wellness, nurse, and physician assistance, all of which using technology, analytics, and expert services; Business services, namely, enrollment of individuals in the health insurance plans of others
FILING BASIS	SECTION 1(a)
FIRST USE ANYWHERE DATE	At least as early as 06/09/2023
FIRST USE IN COMMERCE DATE	At least as early as 06/09/2023
SPECIMEN FILE NAME(S)	
ORIGINAL PDF FILE	SPE0-4548128176-202410251 11636231093 . Class 35 - Payer Highlevel Brochure.pdf
CONVERTED PDF FILE(S) (2 pages)	\\TICRS\EXPORT18\IMAGEOUT 18\988\206\98820630\xml1\ APP0003.JPG
	\\TICRS\EXPORT18\IMAGEOUT 18\988\206\98820630\xml1\ APP0004.JPG
SPECIMEN DESCRIPTION	brochure showing the mark as used in connection with the enrollment services as sold in interstate commerce and providing a means for ordering same
WEBPAGE URL	None Provided
WEBPAGE DATE OF ACCESS	None Provided
INTERNATIONAL CLASS	036
*IDENTIFICATION	insurance third party insurance administration; administration of pharmacy benefit claims; Insurance agency services; financial consultation services; insurance administration services in the nature of health insurance administration services; processing insurance claims and insurance payment data; health care insurance transaction services, namely, member eligibility verification, providing and updating insurance information in the nature of doctor and hospital network information, insurance claims processing information, insurance claims status information, and insurance statement processing information provided via back-office transaction processing and through contact center services
FILING BASIS	SECTION 1(a)
FIRST USE ANYWHERE DATE	At least as early as 06/09/2023
FIRST USE IN COMMERCE DATE	At least as early as 06/09/2023
SPECIMEN FILE NAME(S)	

ORIGINAL PDF FILE	SPE0-4548128176-202410251 11636231093 . Class 36 - Payer_Highlevel_Brochure.pdf
CONVERTED PDF FILE(S) (2 pages)	\\TICRS\EXPORT18\IMAGEOUT 18\988\206\98820630\xml1\ APP0005.JPG
	\\TICRS\EXPORT18\IMAGEOUT 18\988\206\98820630\xml1\ APP0006.JPG
SPECIMEN DESCRIPTION	brochure showing the mark as used in connection with the pharmacy benefit claims administration services as sold in interstate commerce and providing a means for ordering same
WEBPAGE URL	None Provided
WEBPAGE DATE OF ACCESS	None Provided
INTERNATIONAL CLASS	042
*IDENTIFICATION	Computer services, namely, developing digital solutions in the nature of digital software platforms and healthcare business process outsourcing services in the nature of providing online non-downloadable software applications and platforms for the purpose of improving healthcare revenue cycle management, healthcare payment integrity, healthcare customer support, healthcare technical support revenue growth, operational and administrative efficiency, costs, customer service, and compliance with regulations; Platform as a Service (PaaS) services featuring computer software platforms for improving healthcare revenue cycle management, healthcare payment integrity, healthcare customer support, healthcare technical support revenue growth, operational and administrative efficiency, costs, customer service, and compliance with regulations; Software as a Service (SaaS) services featuring software for improving healthcare revenue cycle management, healthcare payment integrity, healthcare customer support, healthcare technical support revenue growth, operational and administrative efficiency, costs, customer service, and compliance with regulations; Business Process as a Service (BPaaS) outsourcing services in the field of information technology consulting relating to design of computer software, computer hardware, and computer networks for others, computer project management, information technology architecture, and maintenance, updating, upgrading, development, installation, and duplication of computer software and computer software systems in the field of healthcare computer network design for others; electronic data storage and retrieval in the fields of healthcare insurance and business process operations services operating under managed services model
FILING BASIS	SECTION 1(a)
FIRST USE ANYWHERE DATE	At least as early as 10/01/2023
FIRST USE IN COMMERCE DATE	At least as early as 10/01/2023
SPECIMEN FILE NAME(S)	
ORIGINAL PDF FILE	SPE0-4548128176-202410251 11636231093 . Class 42-SAGILITY_website.pdf
CONVERTED PDF FILE(S) (9 pages)	\\TICRS\EXPORT18\IMAGEOUT 18\988\206\98820630\xml1\ APP0007.JPG
	\\TICRS\EXPORT18\IMAGEOUT

	18\988\206\98820630\xml1\ APP0008.JPG
	\\TICRS\EXPORT18\IMAGEOUT 18\988\206\98820630\xml1\ APP0009.JPG
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	\\TICRS\EXPORT18\IMAGEOUT 18\988\206\98820630\xml1\ APP0014.JPG
	\\TICRS\EXPORT18\IMAGEOUT 18\988\206\98820630\xml1\ APP0015.JPG
SPECIMEN DESCRIPTION	website screenshots showing the mark as used in connection with the BPaaS services as sold in interstate commerce and providing a means for ordering same
WEBPAGE URL	https://www.sagilityhealth.com
WEBPAGE DATE OF ACCESS	05/31/2024
WEBPAGE URL	https://sagilityhealth.com/technologies/business-processes-as-a-service- bpaas/
WEBPAGE DATE OF ACCESS	05/31/2024
INTERNATIONAL CLASS	044
*IDENTIFICATION	Reviewing and making healthcare treatment recommendations to inform the line of treatment in the fields of medical, wellness, nurse, and physician assistance, all of which using technology, analytics, and expert consultancy
FILING BASIS	SECTION 1(a)
FIRST USE ANYWHERE DATE	At least as early as 10/01/2023
FIRST USE IN COMMERCE DATE	At least as early as 10/01/2023
SPECIMEN FILE NAME(S)	
ORIGINAL PDF FILE	SPE0-4548128176-202410251 11636231093 . Class 44-SA GILITY website.pdf
CONVERTED PDF FILE(S) (5 pages)	\\TICRS\EXPORT18\IMAGEOUT 18\988\206\98820630\xml1\ APP0016.JPG
	\\TICRS\EXPORT18\IMAGEOUT 18\988\206\98820630\xml1\ APP0017.JPG
	\\TICRS\EXPORT18\IMAGEOUT 18\988\206\98820630\xml1\ APP0018.JPG
	\\TICRS\EXPORT18\IMAGEOUT 18\988\206\98820630\xml1\ APP0019.JPG
	\\TICRS\EXPORT18\IMAGEOUT 18\988\206\98820630\xml1\ APP0020.JPG

SPECIMEN DESCRIPTION	website screenshot showing the mark as used in connection with the technology, analytics, and expert consultancy services as sold in interstate commerce and providing a means for ordering same
WEBPAGE URL	https://sagilityhealth.com/technologies/digital-engineering/
WEBPAGE DATE OF ACCESS	05/31/2024
ADDITIONAL STATEMENTS SECTION	
ACTIVE PRIOR REGISTRATION(S)	The applicant claims ownership of active prior U.S. Registration Number(s) 7531247.
ATTORNEY INFORMATION	
NAME	Lynne Boisineau
ATTORNEY DOCKET NUMBER	000228-0024
ATTORNEY BAR MEMBERSHIP NUMBER	XXX
YEAR OF ADMISSION	XXXX
U.S. STATE/ COMMONWEALTH/ TERRITORY	XX
FIRM NAME	Boisineau Law, P.C.
STREET	16478 Beach Blvd., Suite 347
CITY	Westminster
STATE	California
COUNTRY/REGION/JURISDICTION/U.S. TERRITORY	United States
ZIP/POSTAL CODE	92683
PHONE	714-619-1594
EMAIL ADDRESS	lynne@boisineaulaw.com
CORRESPONDENCE INFORMATION	
NAME	Lynne Boisineau
PRIMARY EMAIL ADDRESS FOR CORRESPONDENCE	lynne@boisineaulaw.com
SECONDARY EMAIL ADDRESS(ES) (COURTESY COPIES)	docketing@boisineaulaw.com; daphne@boisineaulaw.com; lawclerk@boisineaulaw.com; xavier@boisineaulaw.com
FEE INFORMATION	
APPLICATION FILING OPTION	TEAS Standard
NUMBER OF CLASSES	4
APPLICATION FOR REGISTRATION PER CLASS	350
*TOTAL FEES DUE	1400
*TOTAL FEES PAID	1400
SIGNATURE INFORMATION	
SIGNATURE	/Daniel B Bailey/
SIGNATORY'S NAME	Daniel B. Bailey
SIGNATORY'S POSITION	EVP, Global General Counsel
SIGNATORY'S PHONE NUMBER	714-619-1594
DATE SIGNED	10/25/2024

Trademark/Service Mark Application, Principal Register**Serial Number: 98820630****Filing Date: 10/25/2024****To the Commissioner for Trademarks:****MARK:** SAGILITY (stylized and/or with design, see [mark](#))

The literal element of the mark consists of SAGILITY. The mark consists of a geometric design to the left of the word "SAGILITY".

The applicant, Sagility Operations Inc., a corporation of Delaware, having an address of

11000 Westmoor Circle, Suite 125

Westminster, Colorado 80021

United States

XXXX

requests registration of the trademark/service mark identified above in the United States Patent and Trademark Office on the Principal Register established by the Act of July 5, 1946 (15 U.S.C. Section 1051 et seq.), as amended, for the following:

International Class 035: Healthcare cost services, namely, reducing costs of care by building resilience and improving life satisfaction related to the prevention and mitigation of frailty and falls; medical management services, namely, early identification of frailty in populations with risk factors contributing to frailty and fall risk and providing comprehensive evidence-based clinical interventions to mitigate frailty risks; business consultation in the field of electronic processing of health care information and health insurance information; data processing and business information management for insurance companies and health care providers; online business research and business data analysis services in the fields of over payment, waste, fraud detection, fraud prevention, and fraud mitigation; collection, compilation and systemization of information into a single computer database in the fields of fraudulent and suspicious activity related to credit cards, finance, insurance, health care, and identity protection; Medical cost management, namely, reviewing and making business-related recommendations in the fields of medical, wellness, nurse, and physician assistance, all of which using technology, analytics, and expert services; Business services, namely, enrollment of individuals in the health insurance plans of others

In International Class 035, the mark was first used by the applicant or the applicant's related company or licensee or predecessor in interest at least as early as 06/09/2023, and first used in commerce at least as early as 06/09/2023, and is now in use in such commerce. The applicant is submitting one(or more) specimen(s) showing the mark as used in commerce on or in connection with any item in the class of listed goods/services, consisting of a(n) brochure showing the mark as used in connection with the enrollment services as sold in interstate commerce and providing a means for ordering same.

Original PDF file:[SPE0-4548128176-202410251 11636231093 . Class 35 - Payer Highlevel Brochure.pdf](#)**Converted PDF file(s) (2 pages)**[Specimen File1](#)[Specimen File2](#)

Webpage URL: None Provided

Webpage Date of Access: None Provided

International Class 036: insurance third party insurance administration; administration of pharmacy benefit claims; Insurance agency services; financial consultation services; insurance administration services in the nature of health insurance administration services; processing insurance claims and insurance payment data; health care insurance transaction services, namely, member eligibility verification, providing and updating insurance information in the nature of doctor and hospital network information, insurance claims processing information, insurance claims status information, and insurance statement processing information provided via back-office transaction processing and through contact center services

In International Class 036, the mark was first used by the applicant or the applicant's related company or licensee or predecessor in interest at least as early as 06/09/2023, and first used in commerce at least as early as 06/09/2023, and is now in use in such commerce. The applicant is submitting one(or more) specimen(s) showing the mark as used in commerce on or in connection with any item in the class of listed goods/services, consisting of a(n) brochure showing the mark as used in connection with the pharmacy benefit claims administration services as sold in interstate commerce and providing a means for ordering same.

Original PDF file:

[SPE0-4548128176-202410251 11636231093 . Class 36 - Payer Highlevel Brochure.pdf](#)

Converted PDF file(s) (2 pages)

[Specimen File1](#)

[Specimen File2](#)

Webpage URL: None Provided

Webpage Date of Access: None Provided

International Class 042: Computer services, namely, developing digital solutions in the nature of digital software platforms and healthcare business process outsourcing services in the nature of providing online non-downloadable software applications and platforms for the purpose of improving healthcare revenue cycle management, healthcare payment integrity, healthcare customer support, healthcare technical support revenue growth, operational and administrative efficiency, costs, customer service, and compliance with regulations; Platform as a Service (PaaS) services featuring computer software platforms for improving healthcare revenue cycle management, healthcare payment integrity, healthcare customer support, healthcare technical support revenue growth, operational and administrative efficiency, costs, customer service, and compliance with regulations; Software as a Service (SaaS) services featuring software for improving healthcare revenue cycle management, healthcare payment integrity, healthcare customer support, healthcare technical support revenue growth, operational and administrative efficiency, costs, customer service, and compliance with regulations; Business Process as a Service (BPaaS) outsourcing services in the field of information technology consulting relating to design of computer software, computer hardware, and computer networks for others, computer project management, information technology architecture, and maintenance, updating, upgrading, development, installation, and duplication of computer software and computer software systems in the field of healthcare computer network design for others; electronic data storage and retrieval in the fields of healthcare insurance and business process operations services operating under managed services model

In International Class 042, the mark was first used by the applicant or the applicant's related company or licensee or predecessor in interest at least as early as 10/01/2023, and first used in commerce at least as early as 10/01/2023, and is now in use in such commerce. The applicant is submitting one(or more) specimen(s) showing the mark as used in commerce on or in connection with any item in the class of listed goods/services, consisting of a(n) website screenshots showing the mark as used in connection with the BPaaS services as sold in interstate commerce and providing a means for ordering same.

Original PDF file:

[SPE0-4548128176-202410251 11636231093 . Class 42-SA GILITY website.pdf](#)

Converted PDF file(s) (9 pages)

[Specimen File1](#)

[Specimen File2](#)

[Specimen File3](#)

[Specimen File4](#)

[Specimen File5](#)

[Specimen File6](#)

[Specimen File7](#)

[Specimen File8](#)

[Specimen File9](#)

Webpage URL: <https://www.sagilityhealth.com>

Webpage Date of Access: 05/31/2024

Webpage URL: <https://sagilityhealth.com/technologies/business-processes-as-a-service- bpaas/>

Webpage Date of Access: 05/31/2024

International Class 044: Reviewing and making healthcare treatment recommendations to inform the line of treatment in the fields of medical, wellness, nurse, and physician assistance, all of which using technology, analytics, and expert consultancy

In International Class 044, the mark was first used by the applicant or the applicant's related company or licensee or predecessor in interest at least as early as 10/01/2023, and first used in commerce at least as early as 10/01/2023, and is now in use in such commerce. The applicant is submitting one(or more) specimen(s) showing the mark as used in commerce on or in connection with any item in the class of listed goods/services, consisting of a(n) website screenshot showing the mark as used in connection with the technology, analytics, and expert consultancy services as sold in interstate commerce and providing a means for ordering same.

Original PDF file:

[SPE0-4548128176-202410251 11636231093 . Class 44-SA GILITY website.pdf](#)

Converted PDF file(s) (5 pages)

[Specimen File1](#)

[Specimen File2](#)

[Specimen File3](#)

[Specimen File4](#)

Specimen File5

Webpage URL: <https://sagilityhealth.com/technologies/digital-engineering/>

Webpage Date of Access: 05/31/2024

Claim of Active Prior Registration(s)

The applicant claims ownership of active prior U.S. Registration Number(s) 7531247.

The owner's/holder's proposed attorney information: Lynne Boisineau. Lynne Boisineau of Boisineau Law, P.C., is a member of the XX bar, admitted to the bar in XXXX, bar membership no. XXX, is located at

16478 Beach Blvd., Suite 347

Westminster, California 92683

United States

714-619-1594(phone)

lynne@boisineaulaw.com

The docket/reference number is 000228-0024.

Lynne Boisineau submitted the following statement: The attorney of record is an active member in good standing of the bar of the highest court of a U.S. state, the District of Columbia, or any U.S. Commonwealth or territory.

The applicant's current Correspondence Information:

Lynne Boisineau

PRIMARY EMAIL FOR CORRESPONDENCE: lynne@boisineaulaw.com

SECONDARY EMAIL ADDRESS(ES) (COURTESY COPIES): docketing@boisineaulaw.com; daphne@boisineaulaw.com; lawclerk@boisineaulaw.com; xavier@boisineaulaw.com

Requirement for Email and Electronic Filing: I understand that a valid email address must be maintained by the applicant owner/holder and the applicant owner's/holder's attorney, if appointed, and that all official trademark correspondence must be submitted via the Trademark Electronic Application System (TEAS).

A fee payment in the amount of \$1400 has been submitted with the application, representing payment for 4 class(es).

Declaration

☒ **Basis:**

If the applicant is filing the application based on use in commerce under 15 U.S.C. § 1051(a):

- The signatory believes that the applicant is the owner of the trademark/service mark sought to be registered;
- The mark is in use in commerce and was in use in commerce as of the filing date of the application on or in connection with the goods/services in the application;
- The specimen(s) shows the mark as used on or in connection with the goods/services in the application and was used on or in connection with the goods/services in the application as of the application filing date; and
- To the best of the signatory's knowledge and belief, the facts recited in the application are accurate.

And/Or

If the applicant is filing the application based on an intent to use the mark in commerce under 15 U.S.C. § 1051(b), § 1126(d), and/or § 1126(e):

- The signatory believes that the applicant is entitled to use the mark in commerce;
 - The applicant has a bona fide intention to use the mark in commerce and had a bona fide intention to use the mark in commerce as of the application filing date on or in connection with the goods/services in the application; and
 - To the best of the signatory's knowledge and belief, the facts recited in the application are accurate.
- ☒ To the best of the signatory's knowledge and belief, no other persons, except, if applicable, concurrent users, have the right to use the mark in commerce, either in the identical form or in such near resemblance as to be likely, when used on or in connection with the goods/services of such other persons, to cause confusion or mistake, or to deceive.
- ☒ To the best of the signatory's knowledge, information, and belief, formed after an inquiry reasonable under the circumstances, the allegations and other factual contentions made above have evidentiary support.
- ☒ The signatory being warned that willful false statements and the like are punishable by fine or imprisonment, or both, under 18 U.S.C. §

1001, and that such willful false statements and the like may jeopardize the validity of the application or submission or any registration resulting therefrom, declares that all statements made of his/her own knowledge are true and all statements made on information and belief are believed to be true.

Declaration Signature

Signature: /Daniel B Bailey/ Date: 10/25/2024

Signatory's Name: Daniel B. Bailey

Signatory's Position: EVP, Global General Counsel

Signatory's Phone Number: 714-619-1594

Signature method: Sent to third party for signature

Payment Sale Number: 98820630

Payment Accounting Date: 10/25/2024

Serial Number: 98820630

Internet Transmission Date: Fri Oct 25 12:51:53 ET 2024

TEAS Stamp: USPTO/BAS-XX.XX.XXX.XXX-2024102512515504

1517-98820630-870679466ef8a90e360997a472

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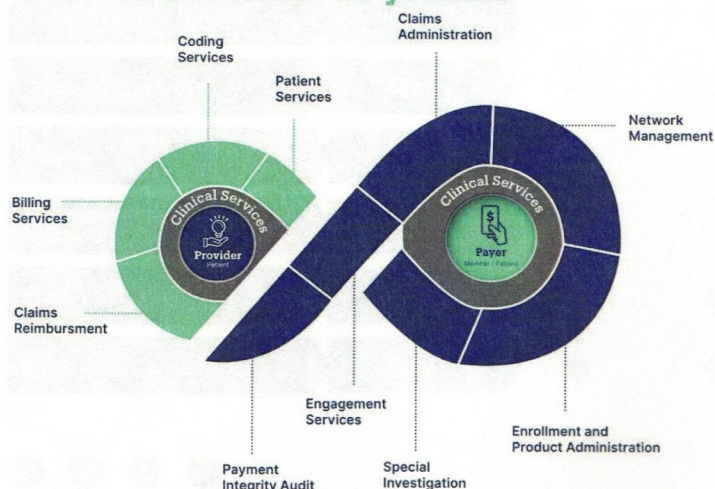


Partnering for better outcomes

Payer: Manage your member and provider lifecycles while helping your members lead healthier lives.



Our current ecosystem



51 Clients



23+ Years of Engagement



Purpose-built Technologies and Standard Platforms



Consultative Engagements



Client Base of 25+ Plans including 5 Regional Blue Plans & 3 of the Top 5 National Plans as well as Over 50 Engagements with Provider Groups including Hospitals, DMEs, Labs, and others.



50M+ Members Supported

Sagility payer credentials: Our deep experience

51

Healthcare Clients
Program sizes
ranging from 25 to
over 5,000 FTEs

4

Of Largest US
Health Plans Served

10

Average Client Tenure
in Years

> 95%

Client Retention Rate

31,000+

Healthcare Associates

150 Million

Member & Provider
Transactions processed
annually

\$1.7 Billion
savings

Payment Integrity

Leader

in Everest Group's Payer
PEAK Matrix®

80 Million

Members Served annually

Our expertise



For more information

1-888-380-1380

<https://sagilityhealth.com/>

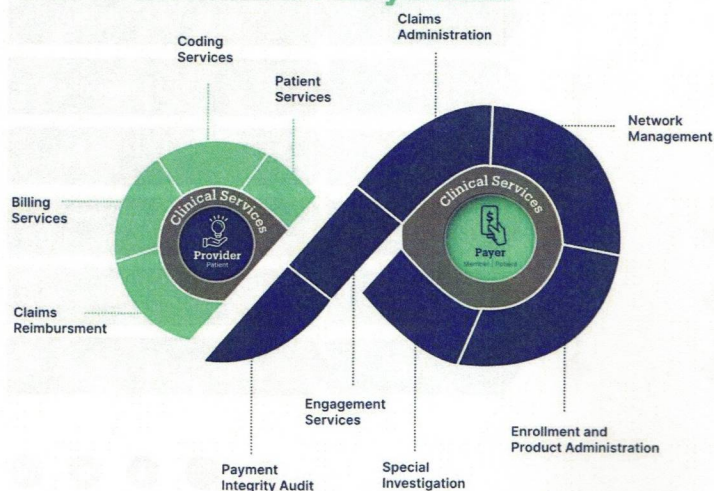


Partnering for better outcomes

Payer: Manage your member and provider lifecycles while helping your members lead healthier lives.



Our current ecosystem



51 Clients

23+ Years of Engagement

Purpose-built Technologies and Standard Platforms

Consultative Engagements

Client Base of 25+ Plans including 5 Regional Blue Plans & 3 of the Top 5 National Plans as well as Over 50 Engagements with Provider Groups including Hospitals, DMEs, Labs, and others.

50M+ Members Supported

Sagility payer credentials: Our deep experience

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Healthcare Clients
Program sizes
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4

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Member & Provider
Transactions processed
annually

\$1.7 Billion
savings

Payment Integrity

Leader

in Everest Group's Payer
PEAK Matrix®

80 Million

Members Served annually

Our expertise

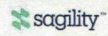
	Approx. FTEs	Commercial Fully Insured	ASO-Small & Large Groups	Medicare Advantage Part D	Medicaid	IFP
Provider Calls	8,500					
Member Calls	3,000					
Enrollment and Billing	350					
Product Build & Testing	800					
Credentialing & PDM	800					
Claims	8,000					
Payment Integrity/Fraud, Waste, and Abuse	1,800					
Clinical Services	1,300					
Quality Stars & HEDIS Rating	280					



For more information

1-888-380-1380

<https://sagilityhealth.com/>



Insightful. Intelligent. Transformative.

Sagility is a U.S.-based, tech-enabled healthcare business process management company that supports payers, providers, and their partners to deliver best-in-class operations, enhance the member and provider experience, improve the quality of care and promote health equity all while delivering cost effective healthcare financial and clinical outcomes.



Payers

Sagility collaborates with payers, serving more than 80 million members and processing over 150 million transactions annually. We work with health plans to provide operational efficiencies and improve their member and provider satisfaction. By leveraging technologies like machine learning and artificial intelligence, we continuously enhance clinical and financial outcomes for health plans we serve.

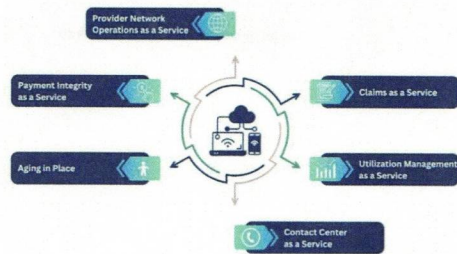
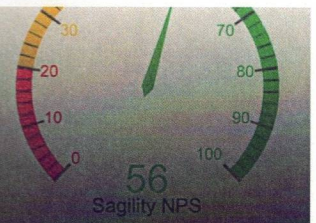
Providers

Sagility processes more than 60 million claims, resulting in the recovery of over \$5 billion in revenue for our clients. Through our predictive models, our revenue cycle management solutions help increase collections, reduce accounts receivable, minimize the cost-to-collect, and improve the patient experience. These end-to-end services support hospitals, health systems, physician groups, labs, DME companies, and ancillary providers.



Why Sagility

With more than two decades of experience, Sagility manages extensive payer and provider operations, engagement services, clinical services and healthcare financial services with efficiency and scale. Our dedicated experts solve complex healthcare challenges with deep domain expertise and innovative thinking. Sagility's technology, processes, and solutions ensure efficient operations and avoidance of additional administrative costs beyond labor arbitrage. The high level of trust and satisfaction with the quality of our work has earned us an "Excellent" Net Promoter Score of 56 in our annual CSAT survey.



Our BPaaS Offerings

We combine technology and deep domain expertise to position our end-to-end Business Process as a Service (BPaaS) solutions within the payer's existing ecosystem. Our holistic, cloud-based approach spans claim operations, engagement services, provider network operations, clinical solutions and payment integrity services. We can help increase your productivity, enhance predictability of spend, and improve healthcare processes while allowing you to focus on the business' priorities.

[Learn More →](#)

Speak with an expert to hear more

Connect with a Sagility expert today. Let's explore innovative solutions tailored to your organization's unique needs.

[Contact Us](#)



TESTIMONIALS

Hear From Our Valued Clients

★★★★★

Sagility continues to exceed our expectations with fantastic customer service and great delivery quality.

US Fortune 100 health insurance company

★★★★★

The team has been amazing. They are so responsive, have great attention to detail, really know the data and the Power BI system, and have turned a frumpy dashboard into something more than we ever expected. We are looking forward to working with them further in the future.

US Fortune 100 health insurance company

★★★★★

I se

U.S

AWARDS

Our Award-Winning Solutions

AVASANT

Everest Group
From insight to action

NelsonHall



Avasant

Sagility recognized as a Leader in the Clinical Services Business Process Transformation 2023 RadarView Report.

Everest Group

Sagility recognized as a Leader in Healthcare Payer Operations PEAK Matrix® Assessment 2022 and 2023.

NelsonHall

Sagility is recognized as a High Achiever in the Healthcare Payer NEAT 2021 report.

The Stevies

Dr. Lisa Doggett is a Stevie award-winning "Female Executive of the Year - Business Services" for 2021.

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Our Commitment to Setting the Standard



NCQA Credentials Verification Organization

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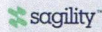
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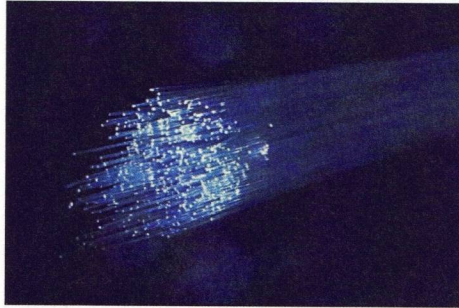
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Home / Sagility Technologies / Business Process as a Service

Business Process as a Service

Delivering entire business processes with technology that transforms the healthcare process experience and improves efficiency



Business Processes Delivered on the Cloud

At Sagility, our deep healthcare industry domain knowledge and process expertise is being put to use to develop end-to-end services that are built upon cloud technologies. These efforts are resulting in comprehensive services that are carved out for delivery on the cloud with minimal capital expenditure. With an eye to transformation and greater business impact, these solutions assume a holistic view of the business scenarios and the need for integration to the rest of the client enterprise. A fully bundled service offering results in faster time to implement and achieving business impact.

Building Blocks to our BPaaS Solutions

Cloud Native

Ideal for cloud deployment and support in a HIPAA compliant manner; designed for secure client data exchange

Holistic Solution Architecture

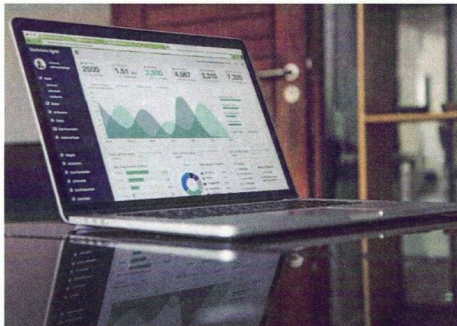
End-to-end solutions covering most business scenarios

Comprehensive Data Model

Entity models that address both current as well as future process needs

Omnichannel / Channel Agnostic

Covers all likely channels (inbound and outbound) for data flow and entity interaction



Claims BPaaS

Our Claims BPaaS solution combines operations and technology that seamlessly integrates with client retained platforms and processes. We take a holistic approach to facilitate all aspects of Claims processing, providing a robust solution that enables:

Streamlined claims processing - Our Integrated service enhances efficiency with end-to-end claims processing capability.

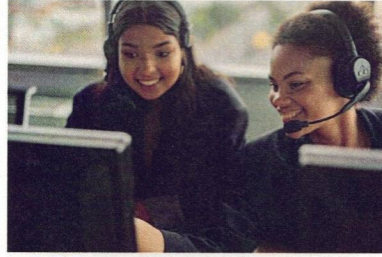
Hybrid delivery model - Pairing Sagility and client platforms provides a comprehensive, effective claims management solution that strikes a perfect balance between cost and value.

Expanded functionalities - Additional services such as EDI Management and DMS are included. This in combination with optional payment integrity services opens up additional opportunities for improving claims efficiency.

Partnership with industry leaders - We collaborate with leading Claims Administration and G&A software providers for a more robust and extended service offering.

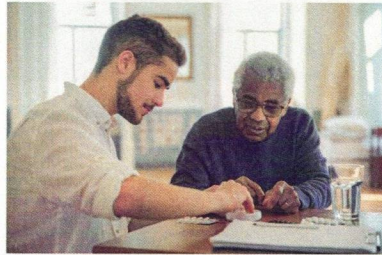
Contact Center as a Service

Sagility offers a comprehensive solution for all call center needs. Our solution is built on the latest cloud-based telephony solutions and has pre-integrated solutions for AI-driven speech analytics, call deflection, agent scripting and quality management, and task automation within a single turnkey solution. This integrated platform amplifies the effectiveness of our highly-trained and healthcare-focused agents to meet all of your call center needs from Members, Providers, and Brokers.



Aging in Place

Sagility's Aging in Place solutions are built upon our data hub architecture that collects information about a member from the payer, our service partners, and from the member themselves via interactions with our self-service portals or by connecting digital health monitoring devices. All information collected about a member adds to their unique profile and is used to generate personalized interactions through our portal and agents, as well as driving additional insights through our proprietary, dynamic analytics models. From the lowest to the highest risk member, our program personalizes their journey to remain healthy and safe in their homes.



Utilization Management

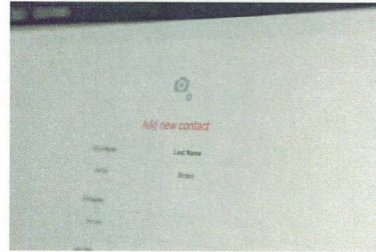
Sagility's end-to-end solution for utilization management blends the latest in AI-driven techniques to provide a streamlined experience for the provider that allows for faster and more intelligent authorization processing. Authorization requests from any inbound channel (fax, email, EDI, or through our Provider portal) are processed through our intake process utilizing our proprietary authorization rulesets, your custom rulesets, and industry standard rulesets that can provide instant feedback to the provider, query them for additional information, or automatically request medical record evidence for the authorization. When those medical records are provided, they are automatically scanned by our NLP engine to highlight the relevant



sections for the request being reviewed and reviewed by our nursing staff to reduce the burden on your clinical decision-makers. Once the intake process and review is complete, the case is automatically uploaded into your case management system (e.g., TruCare).

Provider Data Management and Credentialing

Sagility's Provider Engagement solutions exist to help our clients meet the stringent new rules around the quality of their provider data. Our core Provider Forward solution allows our provider outreach agents to most efficiently collect the necessary data and enables additional complex capabilities like Provider credentialing and recredentialing. Our data hub-based solution creates a profile of each provider and tracks all of the interactions with that provider, their admin, and associated health systems across their interactions with our agents, our self-service portal, and other service providers. These profiles are used to ensure each provider is contacted in the most effective way and reduces the amount of outreach necessary to keep your directories up to date. Complex tasks like credentialing are built on top of an automated primary source validation (PSV) process that reduces the effort in completing a credentialing cycle from days to hours.



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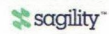
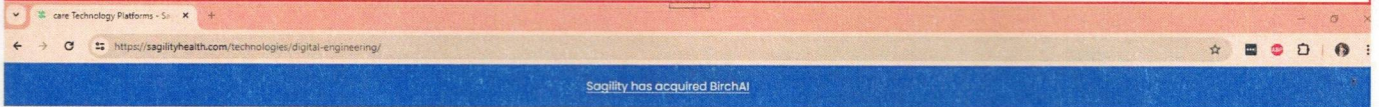
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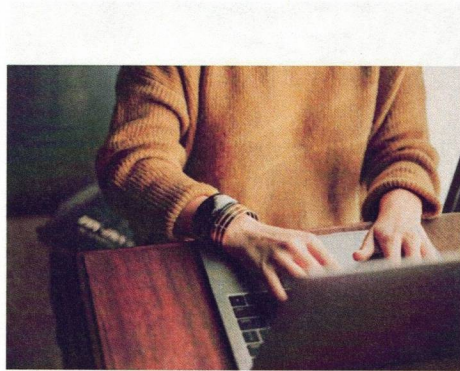
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Healthcare Technology Platforms

Applications and solutions for the healthcare industry that result in digital transformation



Cloud-enabled, Streamlined Digital Service

The healthcare industry continues to transform rapidly as it keeps pace with the digitization of the broader economy. Processes and functions across broad swaths of the industry from telemedicine to member engagement to payment processing are experiencing digital transformation. Sagility Technologies undertakes digital engineering efforts to create capabilities that enable us to deliver value add services that take advantage of this digital trend.

Sagility Technologies utilizes a number of technology disciplines and frameworks to rapidly build applications and solutions to digitally transform processes. Using a combination of internally developed components and best in class commercial products, we build solutions that ingest, transform, process, decision and communicate results across most healthcare industry functions. In the process, we utilize software development frameworks, comprehensive healthcare industry data models, data analytics, automation tools, CRM frameworks etc., to build, integrate and deploy these solutions

Capabilities

Cloud Computing

Work on applications that are securely deployed on the cloud

Integration Engineering

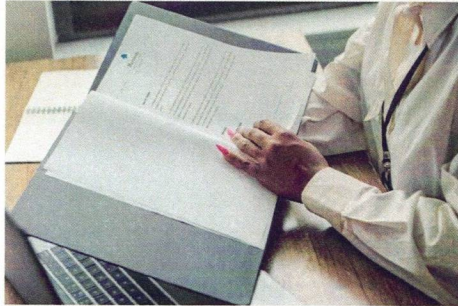
Use an API-led approach to rapidly assemble and integrate key components

Configurable Workflow Engines

Configure function-specific, operationally efficient workflows

Healthcare Specific Data Models

Create data models that holistically represent different healthcare entities



ICP Engine: OCR/NLP

"ICP" stands for Intelligent Content Processing and is the core technology that Sagility Technologies uses to process images from physical document scanning or inbound fax channels. The ICP engine consists of an optical character recognition (OCR) engine and a machine-learning driven natural language processing (NLP) that allow us to process documents such as claims forms, appeals letters, legal documents, medical records, and other correspondence. The engine can read a scanned document, extract the contents of the document (either structured as a form or unstructured like a letter) and output the full text of the document, generate a context-aware summary of the document, or generate an EDI message from the contents (e.g., an 837 EDI message from a scanned claim form). This engine can be incorporated, along with our human verifiers, into any workflow where a document requires reading or summarization to dramatically increase the speed and quality of that workflow.

Speech Analytics

As much of our business involves our agents talking to our clients' members, providers, and brokers, Sagility has invested in developing tools that can listen to speech and extract meaning from what is being said. Our tools can parse speech regardless of accent, identify the speaker (agent or client), and provide a transcription of the conversation that can be fed into our ICP engine's NLP components to extract additional insights about what is being said. This tool can be used simply for transcription or for efficient assessment of an agent's performance. For example, we can scan call recordings to identify suboptimal agent performance by looking for phrases indicating client dissatisfaction, anger, or frustration. This is an invaluable tool to add to the standard toolbox of agent quality assessment and ensures our agents are getting the necessary feedback to perform at their best.



Profile-Based Data Hubs

All of our technology solutions are built from a user-centric standpoint and every piece of data we collect, import, or generate about a member, provider, or even claim or document is captured and stored in a comprehensive profile database. Every person or document our solutions and agents interact with are out at the center of a model of data that captures events, measurements, behavior and interaction data, data from our clients, data sourced from our data partners, and our analytics engine-generated conclusions across the entire lifecycle of our interaction



Self-Service Portals

Most of our solutions provide a self-service portal to the member, provider, or broker that allows them to get their answers or complete their necessary tasks with a minimum of hassle. All of our client-facing portals are built within our standard unified portal framework that ensures a secure and user-friendly experience. Our portals are designed to be seamlessly integrated with our clients' sites through our support for standard single sign on (SSO) approaches like SAML and through being designed to be easily restyled to match your existing site. Our user experience designers focus on creating simple, step-by-step pages that can guide a user through any process and that are connected to their profiles in the data hubs to provide a truly personalized experience.



with them. This profile can be analyzed to generate additional insights by our engines and our data scientists and used to create and coordinate that highly personalized user experience today's consumers expect.



Healthcare CRM

Sagility Health has many years of experience creating healthcare-specific CRM tools that allow agents to interact with their callers in the most efficient ways possible. From using our analytical insights from our profiles to drive next-best actions and recommendations for our clients to coordinating processes as they move across channels with the client, our CRM models give agents exactly what they need to provide a superior level of service. Our internal solutions are implemented in Microsoft Dynamics and are integrated directly into our profile data hubs, omnichannel communications suites including web-based telephony, messaging, and email and can be easily configured to each of our clients' specific workflows, scripting, and interaction requirements.

Dashboards and Reports

With our focus on collecting data across communication channels, building profiles, and generating insights with our data analytics, we also recognize the necessity of presenting that information in a way that is useful for all of our stakeholders. The self-service portals serve our users, our CRM tools support our agents, and our dashboarding tools support the needs of our management and executive stakeholders. Sagility Health uses the powerful BI, dashboarding, and reporting tools available in the market today to aid in summarizing and visualizing the data we collect on our customers, our processes, and our performance. Every service we provide is built upon our core data technologies and provides a comprehensive set of dashboards and reports that allow for effective management and oversight of that process be it manual or automated.



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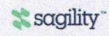
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