The Future of Healthcare Administration is here:

Automated, Intelligent, & Accessible.

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As healthcare organizations navigate mounting pressures, from capacity constraints to evolving patient needs, automation offers a transformative path forward.

Public and private sector healthcare organizations are dealing with escalating costs year over year, and a population that is both growing and aging[1]. Globally, medical costs are anticipated to increase by 10.3% due to factors such as the cost of new medical technology, advancements in pharmaceuticals and the decline of public health systems[2]. Claim volumes also continue to increase, with beneficiaries expecting improved response times, omni-channel service options, and secure data access.

These demands place significant operational strain on health organizations at local, provincial and national levels, including employers and third-party administrators.

The challenges are clear – but so are the solutions. The fact is, from an administrative perspective, the healthcare industry has already identified the essential developments that we must achieve to improve health services, without downloading those efforts to clinicians.

Globally, health leaders expect technology initiatives to drive 56% of cost savings and revenue growth in 2026.[3] In England, the National Health Service's ten year plan emphasizes a "health model leveraging AI and data, centred on universality, free access, need-based treatment and public funding."[4]

Organizations planning for today and the future should embrace this approach and explore scalable, cloud-based automation technology solutions that function to future-proof and scale their healthcare systems.

> "Globally, health leaders expect technology initiatives to drive 56% of cost savings and revenue growth in 2026."
>
> – Deloitte 2026 Global Health Care Outlook

By automating high-impact areas such as claims processing, eligibility and enrollment, provider access, and drug information systems, healthcare organizations can enhance the beneficiary experience, access more accurate and secure data to inform planning, and create proactive, long-range plans to support growth.

How we move forward

It is rare to find a healthcare organization that hasn't automated at least some percentage of its processes. However, a recent study reveals that 97% still rely on some legacy technology, and all the challenges they bring. Over 70% of respondents reported that these legacy systems were unintegrated and outdated[5], limiting their ability to access patient data and increasing security risks.

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A modernized, cloud-based automated system empowers healthcare organizations to overcome legacy challenges and unlock new efficiencies. These systems deliver value in three essential ways, each addressing a critical area for operational improvement and future readiness:

1. Intelligent automation empowers organizations to streamline and create efficiencies, reduce manual efforts and drive cost savings. A recent report from McKinsey suggests that integrating AI could lower net healthcare spending in Canada by 4.5–8% per year, without harming outcomes.[6] In Australia, public healthcare provider Gold Coast Health embraced automation and saved an estimated 40,000 administrative hours annually.[7] Other practical examples reveal that up to 95% of claims processing can be successfully automated.[8]

2. Data silos stall innovation, block visibility into health trends, and restrict patient care. Interoperability between software systems allows organizations to exchange and understand shared data – a feature that is lacking in independent and legacy systems. This approach incorporates national recommendations[9], such as FHIR standards, as well as galvanizing intra-jurisdictional analytics.

3. Apply outcome-driven solutions that focus on operations and client needs and drive continuous innovation. To make meaningful change, consider partnering with a private organization that has demonstrated experience in deploying health automation solutions. By collaborating to build unique solutions, organizations achieve greater efficiency, enhanced data security, and continuous innovation that directly benefits administrative teams and the communities they serve.

These guideposts help to future-proof automated systems to operate today and beyond, and ensure organizations are ahead of the game, not playing catch-up.

Take, for example, enhancements related to the sharing of drug information for patients. Enabling live access to a patient's prescription record allows for real-time comparisons

"Integrating AI could lower net healthcare spending in Canada by 4.5–8% per year, without harming outcomes."

— McKinsey & Company

that alert physicians and pharmacists to potentially dangerous drug interactions, reducing ER visits, easing strain on the healthcare system and potentially saving lives.[10] In Jamaica, pilot sites are bringing together cross-platform data through advanced visualizations and custom analytics. Removing these data silos helps leaders identify performance gaps, explore root causes, and develop targeted action plans.[11]

Over the coming months, Maximus will explore the benefits of automation and its impact on healthcare programs, with data-driven insights underscoring the importance of modernization, automation and its related return on investment. We look forward to sharing more perspectives on data-driven forecasting, delivery at scale, maximizing workflow and workforce optimization to future proof your healthcare organization's systems.

"Removing data silos helps leaders identify performance gaps, explore root causes, and develop targeted action plans."

— Pan-American Health Organization

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Alain Tremblay, Vice President, Product, leads the ongoing growth of Medigent, the best-in-class suite of health administration, claims automation and adjudication modules. Under his guidance, the Maximus Product Division helps jurisdictions modernize their healthcare systems by integrating Medigent into their unique health environments, supported by continued innovation and end-to-end customer care.

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About Maximus Canada

Maximus Canada helps move people, technology, and government forward. It manages, modernizes, and expands public programs, with a focus on customer experience services, technology & consulting services, and health services. Driving their results is a citizen-centric approach, which is paired with modern digital solutions to reveal new efficiencies and improve the citizen experience.

About Medigent®

Medigent is the leading cloud-based solution to modernize health administration automation and is wholly owned by Maximus Canada. Learn more; visit: www.medigent.ca

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