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## **EXL Healthcare achieves NCQA accreditation in Utilization Management**

NEW YORK, Sept. 12, 2017 (GLOBE NEWSWIRE) -- EXL (NASDAQ:EXLS), a leading Operations Management and Analytics company, today announced that its wholly-owned subsidiary primarily responsible for the operations of its Healthcare business unit has achieved accreditation in utilization management (UM) from the National Committee for Quality Assurance (NCQA), a non-profit organization dedicated to improving healthcare quality.

NCQA Utilization Management Accreditation is a quality assessment program that focuses on consumer protection and customer service improvement. During the accreditation process, NCQA acknowledged EXL's innovative partnership with managed care plans, quality improvement efforts evident throughout the survey process and EXL's dedicated clinical staff.

"Achieving NCQA accreditation demonstrates our leadership in clinical operations excellence," said Rembert de Villa, Executive Vice President and Business Head, EXL Healthcare. "A key contributor to this achievement is our in-house Healthcare Academy. With the most advanced clinical training and development in our industry, we are able to serve our U.S. healthcare clients in their efforts to improve patient engagement and quality of care while working to reduce the cost of care."

Launched in 2012, EXL's Healthcare Academy offers a deep curriculum that includes clinical leadership, clinical capability development, clinical processes and clinical communication. EXL has partnered with U.S. certification and training institutions to bolster the training curriculum and local hospitals in the Philippines to provide hands-on clinical experience for EXL associates. The Healthcare Academy also includes a Scholars Program that specializes in accreditation of US Registered Nurses. Nearly 2,000 EXL associates have graduated from the Healthcare Academy.

"The NCQA seal is a widely recognized symbol of quality and a reliable indicator that EXL Healthcare Service Delivery is well-managed and delivers high quality care," said Dennis Thomas, Senior Vice President, Global Head of Healthcare Operations, EXL Healthcare. "This accreditation distinguishes us from other players in the industry making us the preferred health plan delegate partner of choice for our clients."

EXL Healthcare integrates clinical operations, analytics and technology, among other services, to support payers and providers across key areas including Total Population Health Management, Payment Integrity, Customer Experience, Revenue Cycle Management and Revenue Optimization.

### **About NCQA**

NCQA is a private, nonprofit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care. NCQA's Web site ([ncqa.org](http://ncqa.org)) contains information to help consumers, employers and others make more informed health care choices.

### **About EXL**

EXL (NASDAQ:EXLS) is a leading operations management and analytics company that designs and enables agile, customer-centric operating models to help clients improve their revenue growth and profitability. Our delivery model provides market-leading business outcomes using EXL's proprietary Business EXLerator Framework®, cutting-edge analytics, digital transformation and domain expertise. At EXL, we look deeper to help companies improve global operations, enhance data-driven insights, increase customer satisfaction, and manage risk and compliance. EXL serves the insurance, healthcare, banking and financial services, utilities, travel, transportation and logistics industries. Headquartered in New York, New York, EXL has more than 26,000 professionals in locations throughout the United States, Europe, Asia (primarily India and Philippines), South America, Australia and South Africa. For more information, visit [www.exlservice.com](http://www.exlservice.com).

Media Contact:

Michael Sherrill

Vice President, Marketing

646-419-0778

[michael.sherrill@exlservice.com](mailto:michael.sherrill@exlservice.com)

Investor Relations Contact:

Steven Barlow

Vice President, Investor Relations

212-624-5913

[Steven.Barlow@exlservice.com](mailto:Steven.Barlow@exlservice.com)

 Primary Logo

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