



Powering Cloud-First, Data-Driven Transformation for Health Plans



Epic on Azure – Cloud Resilience, Security, and Scale

As an Epic on Azure Preferred Partner and Microsoft Expert MSP, UST helps payers and provider-sponsored health plans optimize their Epic workloads through secure and efficient migration to the cloud.

- **Cloud-native acceleration:** UST's PACE+™ Epic Cloud Accelerator delivers rapid migration across IRE, DR, and PRD workloads with 20–25% cost savings through FinOps and infrastructure modernization.
- **Proven outcomes:** Case studies show 3x faster Epic performance with Azure NetApp Files optimization and 20% OPEX reduction.
- **Security & compliance:** Azure-native cybersecurity, HITRUST-ready hosting, and managed XDR safeguard sensitive PHI.
- **End-to-end support:** Advisory, migration, and SLA-driven managed services allow health plan IT teams to focus on innovation, while UST ensures uptime, patching, and operations.
- **UST AI LAYER - Epic on Azure**
 - AI-Ops for predictive scaling & auto-healing
 - ML-driven FinOps to reduce cloud costs
 - AI-based threat detection with managed XDR

UST enables health plans to unlock the true value of Epic in the cloud—resilient, secure, and financially optimized.



Epic Payer Platform (EPP) – Interoperability at Scale

The Epic Payer Platform connects payers and providers through a shared clinical data pipeline, reducing administrative burden and improving care coordination.

- **Blue Ribbon readiness:** UST is one of the few partners with proven frameworks to help health plans qualify for Epic's Blue Ribbon Program, ensuring automatic connectivity to health systems.
- **Transformation steps:**
 - **Infrastructure:** Secure Epic landing zone on Azure.
 - **Activation:** Configure payer workflows with SLA-driven, 20% lower cost than competitors.
 - **Optimization:** Data interoperability for downstream system integration, guaranteed Blue Ribbon outcomes.
- **Operational realization:** Automate prior auth, improve risk adjustment, and optimize STAR/HEDIS performance.
- UST AI LAYER - Epic Payer Platform (EPP)
 - NLP for faster prior authorization decisions
 - Predictive risk adjustment and STAR/HEDIS scoring
 - Conversational AI for provider coverage queries
 - AI-driven normalization of clinical + claims data

UST ensures health plans maximize their investment in EPP, achieving measurable ROI in risk adjustment, quality scores, and member experience.



Epic Tapestry – Core Administration & Value-Based Care

Epic Tapestry provides a comprehensive platform for health plan operations, tightly integrated with Epic's EMR for seamless payer-provider workflows.

- **Capabilities:** Claims adjudication, provider contracting, utilization management, benefits, premium billing, capitation, and appeals.
- **Clinical integration:** Unique ability to tie utilization management, risk adjustment, and STARS/HEDIS directly to clinical encounters.
- **Competitive edge:** Unlike HealthEdge or Facets, Epic Tapestry provides native value-based care support, real-time EMR integration, and a single source of truth across claims + clinical + SDOH.
- **UST expertise:** Optimization services across auto-adjudication, referral workflows, provider network design, and Clarity/Caboodle reporting.
- UST AI LAYER - Epic Tapestry
 - AI-optimized claims auto-adjudication and fraud detection
 - Predictive analytics for utilization management
 - SDOH + claims + clinical data to forecast care gaps
 - AI for provider contract and network optimization

UST helps health plans deploy and optimize Tapestry for higher automation, better risk management, and improved member-provider collaboration.



Why UST?

- **Exclusive Credentials:** Epic on Azure Preferred Partner, Microsoft Expert MSP
- **Payer + Provider DNA:** 200+ Epic-certified specialists with deep payer ops expertise.
- **Outcome-Based Engagements:** SLA-driven pricing with fees at risk tied to results.
- **Integrated IT Stack:** Epic + Cloud + Cybersecurity + SaaS + AI – delivered as one.
- **UST AI LAYER – Business Optimization Layer**
 - Conversational AI for member services (eligibility, appeals)
 - Ambient AI for payer/provider call centers
 - AI insights on care pathways from Cosmos + claims
 - Predictive AI for value-based care contracting

Market Value Proposition

UST Epic for Payer combines Epic on Azure, Epic Payer Platform, and Epic Tapestry with payer-domain expertise and AI accelerators. We deliver cloud-first, AI-native Epic transformations that reduce costs, improve outcomes, and elevate member and provider experiences — ensuring payers thrive in the era of value-based care.

Together, we build for boundless impact

Since 1999, UST has worked side by side with the world's best companies to make a powerful impact through transformation. Powered by technology, inspired by people, and led by our purpose, we partner with our clients from design to operation. Our digital solutions, proprietary platforms, engineering, R&D, products, and innovation ecosystem turn core challenges into impactful, disruptive solutions. With deep industry knowledge and a future-ready mindset, we infuse expertise, innovation, and agility into our clients' organizations—delivering measurable value and positive lasting change for them, their customers, and communities around the world. Together, with 30,000+ employees in 30+ countries, we build for boundless impact—touching billions of lives in the process.

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