BANISHING THE TIME BANDITS!

How Average Handle Time for claims saw
an exceptional reduction of more than 95%.

A leading global insurance company.

CHALLENGES

The client faced challenges with respect to time in meeting the volume of claims per day:

Manual processing of Child and Teen Check-Ups (C&TC) claims took an average of 154 seconds per transaction (380 claims per day)
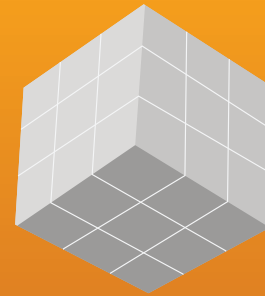
Appropriate reimbursement involved reviews of multiple benefits. Fields to be checked included:

- Original submission for keying errors
- Early and Periodic Screening, Diagnostic and Treatment (EPSDT) fields
- Current / history claims for development screening test codes
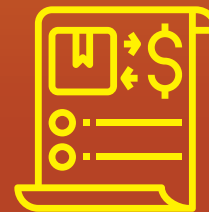
Vaccine administration codes

SOLUTIONS

The problem-solving framework adopted by Infosys BPM included:

MEASURE AND IDENTIFY

- ▸ Measured the current effort for processing of claims through a Time and Motion study
- ▸ Identified Value Adding (VA) and Non-Value Adding (NVA) activities in the process

AUTOMATE

- ▸ Eliminated NVA activities and modified / rearranged / automated VA activities
- ▸ Deployed automation to eliminate manual navigation between applications
- ▸ Created a tool to update required fields on the claims screen, and check history claims for screening tests and vaccine administration claims

BENEFITS

Infosys BPM helped in optimizing the time taken to process each claim, thus leading to improved user experience

The average handle time (AHT) for each pending claim was reduced from 154 seconds to 6 seconds

95%
Reduction in AHT

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