CLAIMS PROCESSED AND INTEGRATED.
IN ONE FELL SWOOP

Processing claims at breakneck speed
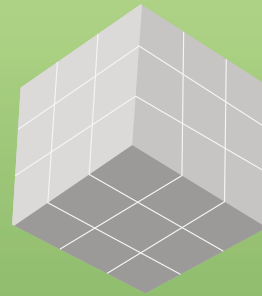with robotic process automation.

Infosys®
BPM

A healthcare client with
multiple lines of business.

CHALLENGES

The client's various lines of businesses (LOBs) - Medicaid, Medicare and specialty and commercial plans - were at various stages of adopting business process automation using a leading cohesive automation platform.

- C54 pended claims within their Medicaid LOB averaged 4000 claims per day

SOLUTIONS

Infosys BPM streamlined the deployment of AssistEdge's robotic process automation (RPA) which:

▶ Processed 4000 C54 edit claims in 30 minutes

▶ Eliminated the need for manual processing

▶ Integrated the database and claim-platform online screens thus automating manual steps for rework of pended claims

BENEFITS

Infosys BPM's AE RPA solution resulted in increased OFPR. Claims processing time reduced significantly and manual intervention in claims processing reduced drastically

As a result there was a significant increase in accuracy in the claims processed

4000
Daily claims processed within 30 minutes

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