

ACTION PLAN FOR IMPROVEMENT

Re-engineered processes to improve accuracy and accrue savings.



A Fortune 100 managed healthcare major reimaged its plan setup process to reduce processing time and increase operational agility.

CHALLENGES

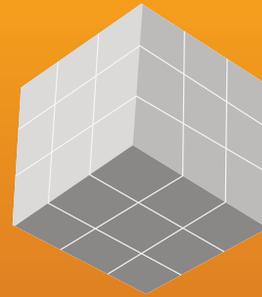
The client faced multiple challenges in updating health plan records:



'Remarks Add' setup process, accounting for 20% of plan setup work, involved 9 steps across 7 different screens

High cycle time: 20.3 minutes for adding a remark

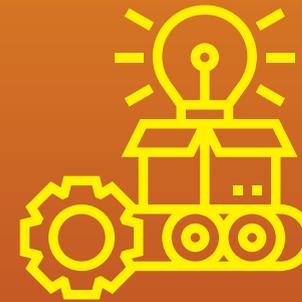
Iterations resulting from errors linked to manual intervention in repetitive steps



SOLUTIONS

Infosys BPM re-engineered the client's processes through:

- ▶ Timely and accurate installation of assigned accounts for meeting production deadlines
- ▶ Communication and/or validation of detailed account structure and benefits to various teams
- ▶ Assessment of summary plan descriptions and related documents created by plan sponsor or third party
- ▶ Drafting of CCI corrections



BENEFITS

Infosys BPM solution helped the client:

- ▶ Handle over 15,000 plan setup transactions with 99% accuracy
- ▶ Reduce handling time from 20.3 to 5.3 minutes per Remark Add setup and accrue savings worth \$0.76 million
- ▶ Ensure error proofing and shorten overall turnaround time (TAT)
- ▶ Train new resources quickly
- ▶ Boost client satisfaction score from 5.2 to 6.25



For more information, contact infosysbpm@infosys.com

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