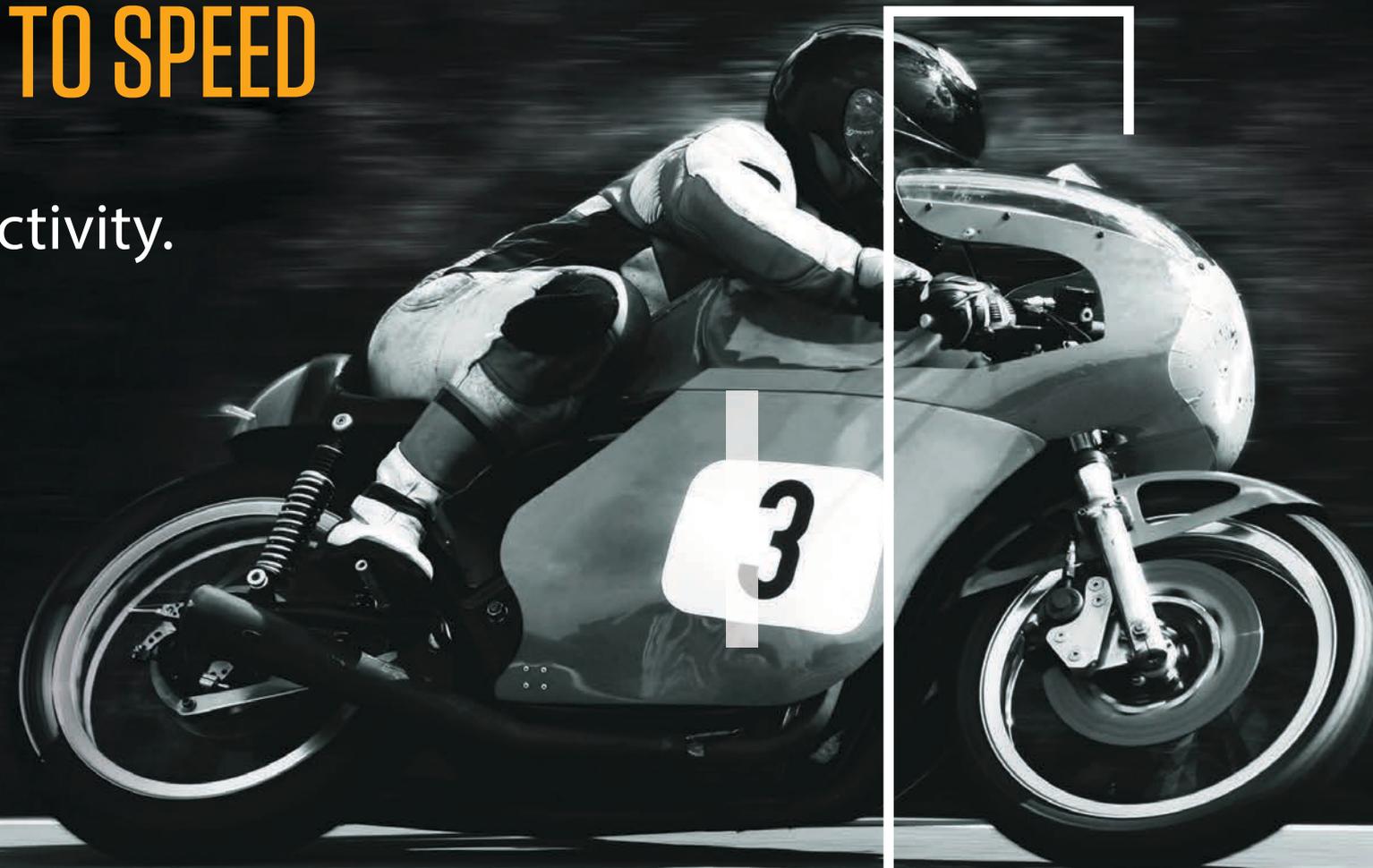


## BRINGING EMPLOYEES UP TO SPEED

Reduced the learning curve to 8 months and improved productivity.



The client is a pan-US managed healthcare insurance company.

# CHALLENGES

The client faced several challenges including:

14-month-long learning curve for staff to familiarise themselves with tasks spanning different products and regions

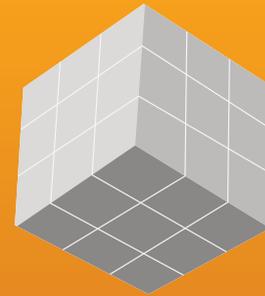
Lower productivity during open enrolment (OE) periods owing to manual coding

3-day TAT for policy renewal per FTE during OE

Iterations delaying policy issuance, with drafters returning 70% of volumes and their TAT spiking from 18 days to 23 days

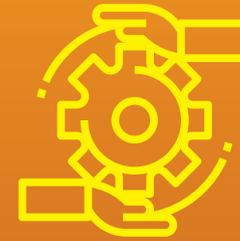
High seasonality of volumes affecting TAT and policy accuracy

Manual reporting mechanism



# SOLUTIONS

Infosys BPM transformed the client's claim management process through:



- ▶ Condensed training for resource realignment
- ▶ Implementation of Six Sigma and Lean management practices to eliminate non-value-added steps
- ▶ One-step uploading of non-standard benefit at all levels on multiple plans, accounts, and controls
- ▶ Product-based provision mapping of 60% of provisions
- ▶ Root cause analysis highlighting key provisions, FTEs, and erroneous reasons
- ▶ Flexible staffing and cross-training within different units to address volume seasonality
- ▶ Delivery of granular insights on team performance, via multiple dashboards created on a Tableau reporting platform

# BENEFITS

Infosys BPM helped the client by:



- ▶ Shortening learning curve for training to 8 months
- ▶ Increasing productivity to enable 1.7 renewals per day per FTE
- ▶ Raising quality on renewals from 96.5% to 99.2%
- ▶ Reducing drafter returns to 13% of volumes and TAT to 19 days
- ▶ Minimising impact of attrition through cross-training
- ▶ Meeting SLAs on TAT and accuracy consistently for 23 months over 2 years

For more information, contact [infosysbpm@infosys.com](mailto:infosysbpm@infosys.com)

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