

ENSURING FASTER CLAIM PROCESSING

Automated processes to improve TAT and meet SLAs.

A prominent US-based payer automated their claim processing process to shorten turnaround time and free up resource bandwidth.

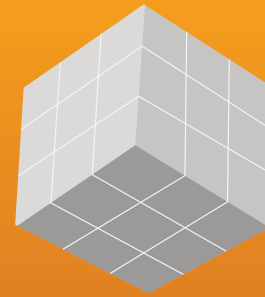


CHALLENGES

The client's existing claim processing system had several gaps:



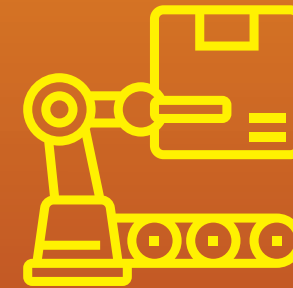
- High case volume of up to 250,000 claims per day
- Auto adjudication rates for claim processing not exceeding 80%
- Nearly 50,000 claims, spanning 1,000 pend codes, being overseen manually by 400 FTEs



SOLUTIONS

AssistEdge, Infosys BPM's proprietary robotic process automation (RPA) tool, delivered the following insights:

- ▶ Top 10 claim pend represent almost 30% of total volumes
- ▶ Two pend codes account for about 3,000 claims being processed daily manually (nearly 5% of total)



Infosys team leveraged its proprietary RPA platform (AssistEdge) to automate both these pend codes

BENEFITS

Infosys BPM's solution enabled the client to:




- ▶ Reduce TAT from 8 minutes to less than 2 minutes per claim
- ▶ Meet various SLAs and performance guarantees
- ▶ Free up resource bandwidth to resolve other complex claim edits



For more information, contact infosysbpm@infosys.com

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