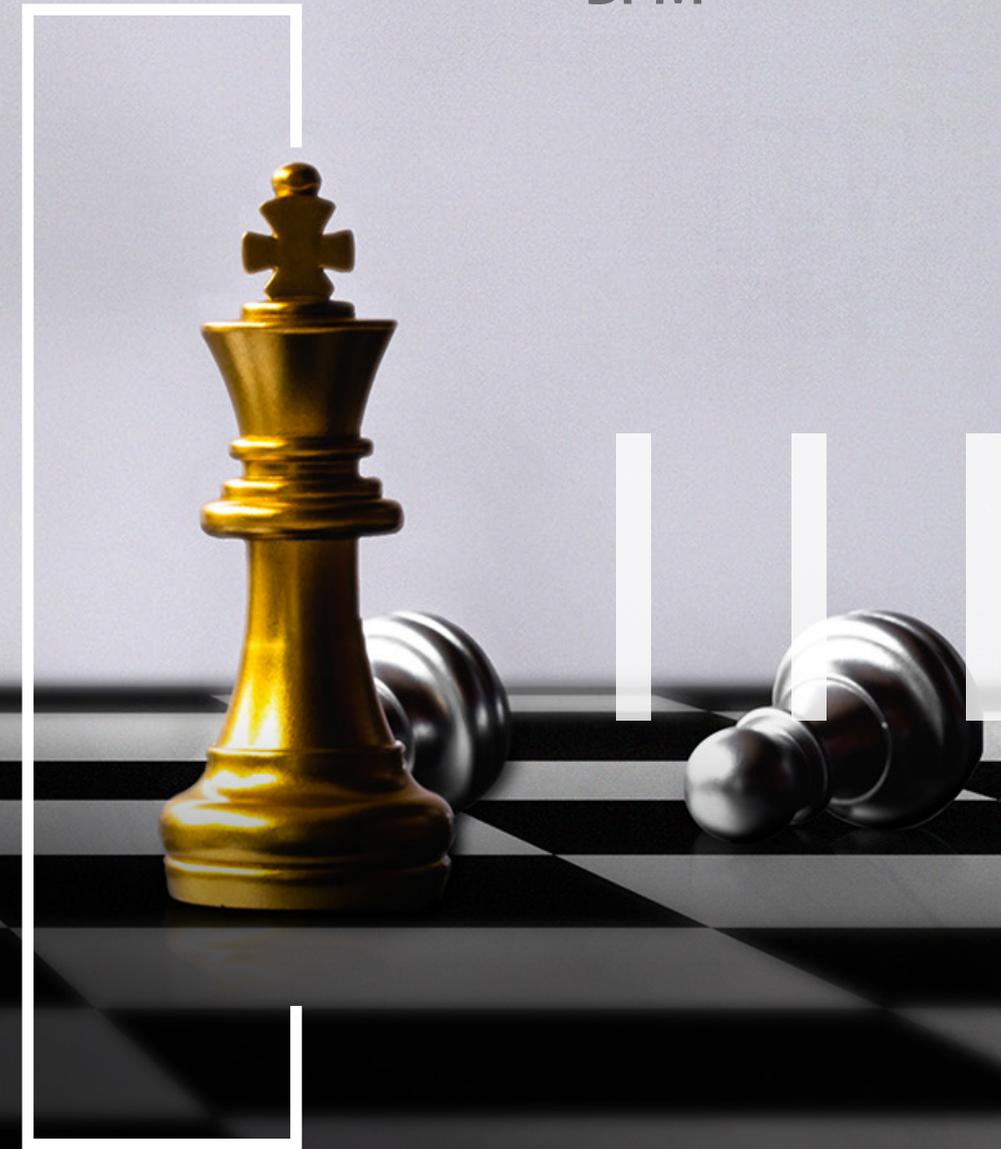


HEALING WITH AUTOMATION AND STREAMLINING APPEALS RESOLUTION

20% optimization in appeal management process and 15% reduction in administrative costs.

A Fortune 500, US-based managed healthcare company leveraged offshoring and automation to streamline their appeal review process and reduce operating costs.



CHALLENGES

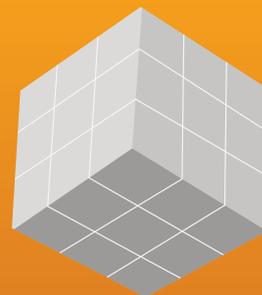
The client wanted a partner to help them:

Find a sustainable solution for coping with an expected surge in appeals volumes

Address the rising need for training and administrative efforts

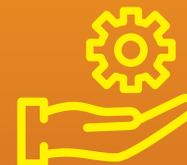
Administer the training and ramp-up program spanning 4-5 months

Enable new trainees to consistently meet tough SLAs including 2-day TAT and >95% accuracy



SOLUTIONS

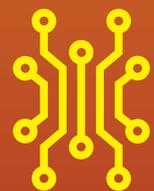
Infosys BPM provided the client with a long-term solution through:



OFFSHORE SERVICE DELIVERY

- ▶ Set up a team of offshore resources to reduce operating costs
- ▶ Leveraged available talent by certifying them in client's processes
- ▶ Enabled existing resources to train each other internally, for reduced administrative and training efforts

TECHNOLOGY UPGRADE



- ▶ Harnessed smart user environment tool and single sign-in to reduce manual logins across multiple applications
- ▶ Single click automations for data search and provisioning
- ▶ RPA implementation for letter generation and creation
- ▶ Macro automation of MCO and UM preps

EFFECTIVE DASHBOARDS

- ▶ Implemented a single claim dashboard to avoid screen toggling to provision requisite claims, as well as member and provider data
- ▶ All cases were listed in a dedicated assignment dashboard, facilitating easy access to each case

BENEFITS

Infosys BPM's solution is expected to help the client:



- ▶ Optimize its appeal management process by 15-20%, in terms of efforts
- ▶ Reduce administrative costs by 15% further via technology implementation

For more information, contact infosysbpm@infosys.com

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