



IS AUTOMATION THE ANSWER TO YOUR COST WOES?

Summary

When Janet Fox, the director of Provider File Management department for a US-based health service corporation, was faced with rising operational costs, Infosys BPM stepped in to revamp the process and deliver an annual operating cost savings of \$1 million.

Fixing the leaking faucet

At Janet's company, the Provider File Management (PFM) department takes care of maintaining provider information such as entry of new provider records, demographic changes to existing records, addition/termination of a health network, performing pre-credentialing and credentialing activities, etc. As the director of PFM department, Janet was responsible for overseeing the entire operations. One of her key tasks was to reduce the operating costs, which were ballooning to alarming levels. Along with cost factor, she also needed to address ways to enhance efficiency in the current operations, which was one of the key goals for her organisation in 2019.

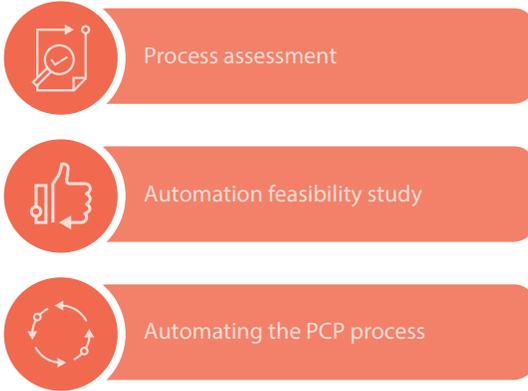
In a PFM process, a task that involves updating/maintaining Primary Care Physician (PCP) records/details is considered as a PCP task. PCPs are physicians assigned by the preferred health plan whom the patients meet before getting referred to a specialist. PCP task is critical to the business; however, the workflow and process steps involved are cumbersome, complex in nature, and time-consuming. As a result, the PCP task volumes were much higher than other tasks and added to the average handle time (AHT), which was also significantly higher. These were leading to negative impact on the overall efficiency of the process and team throughput.



The expert steps in

Janet's company had a working relationship with Infosys BPM and connected with Jocelyne Bennett. Jocelyne and her team held several rounds of discussions on enhancing efficiencies. To improve the PCP process further, Jocelyne suggested automating the entire process. To implement automation, Jocelyne and her team developed a point solution called as SMART PCP to address these challenges.

Approach summary



The SMART PCP tool works in two phases: in the initial phase, desired information from various sources is extracted. In the next phase, the extracted data is transformed into an acceptable file format, which is ready to be uploaded on the application. During the early stages, Janet was hesitant about the plan. Her concern was that if Jocelyne and her team accessed their data or run any automation system, it would negatively impact the status quo of the current processes and thereby cause financial implications as well as lead to member dissatisfaction.



The sure sign of success

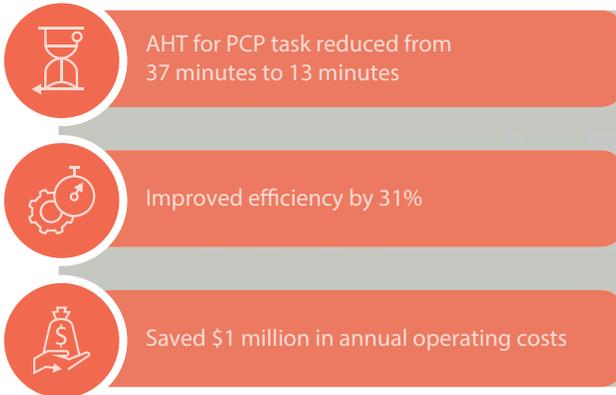
Jocelyne and her team shared the results of user acceptance test (UAT) with Janet and her team. The results were great, and it helped remove the initial hesitation and skepticism that team had with the automation approach. Once both the teams agreed with the proposed solution, SMART PCP was implemented. The solution

was successfully able to reduce AHT from 37 minutes earlier to 13 minutes. The reduction in AHT helped Janet in meeting her efficiency goals.

The implementation of SMART PCP also helped to achieve efficiency improvement rate by 31%. This, in turn, led to savings on

operating costs – to the tune of \$1 million in a year. Janet and her team were elated about the contribution by Infosys BPM towards improving their processes.

Key benefits



**Names have been altered to preserve privacy of the people involved.*

For more information, contact infosysbpm@infosys.com

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