CHASING THE BLUES AWAY, WITH AUTOMATION

How we overcame operational inefficiencies with a GUI-based tool.

The client is a BCBSA insurance provider in the US handling large transaction volumes periodically.
The client needed help in resolving issues such as:

- Difficulty in handling huge benefit coding volumes during renewals, new sales, and maintenance
- High cycle time due to operational inefficiencies
- Raised costs due to service-level agreement (SLA)-based penalties

Infosys BPM’s solution involved two significant initiatives:

**GRAPHICAL USER INTERFACE (GUI)-BASED BBS TOOL**
- Equipped the coder to capture benefit details through a smart user interface

**AUTOMATION OF BENEFIT CODING PROCESS**
- Automated replication of benefits coded in BBS to client’s mainframe in a user-defined benefit sequence. Enabled annuity savings

Infosys BPM transformed the client’s benefit coding process, leading to improved business outcomes:

- The automation tools deployed ensured error reduction and mitigation of formatting defects
- $420K Annuity savings in one year
- From 92% to 97% Increase in accuracy
- 13% Reduction in formatting defects
- 20% Reduction in manual customization efforts