

CHASING THE BLUES AWAY, WITH AUTOMATION

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

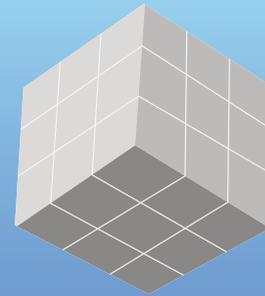
The client is a BCBSA insurance provider in the US handling large transaction volumes periodically.

CHALLENGES

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

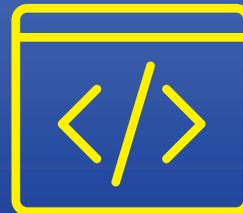
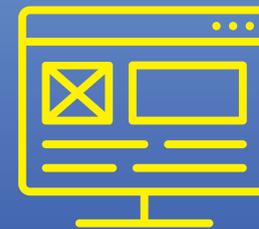


SOLUTIONS

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

BENEFITS

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

For more information, contact infosysbpm@infosys.com

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