

INSURING AGAINST THE RETURN OF W9S

Thoughtful interventions with prompts and information improved data accuracy, reduced returns.

A Blue Cross Blue Shield Association (BCBSA) insurance company that needed to up its game in the maintenance of patient files.

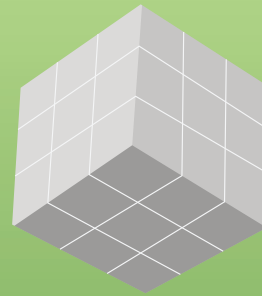


CHALLENGES

The client faced challenges in maintaining healthcare provider data across the provider and related applications.



- Assessors often misrouted key information forms (W9 forms) back to providers
- The provider had to be loaded as individual, group or individual affiliated to group, etc., depending on the information in the W9 form
- Assessors (especially new hires) often missed the effective date hierarchy while processing W9 forms, particularly during high production days



SOLUTIONS

IBPM developed separate point solutions using Microsoft technologies, which when prompted provided information guides to the assessors. The solutions:

- ▶ Guided the assessor to use the correct effective date
- ▶ Instructed the assessor on how to load a provider based on the information in the W9 form



BENEFITS



IBPM's customized W9 form scenario point solution reduced unnecessary returns of W9 forms by half



100%
Increase in correctness of the effective date



50%
Reduction in W9 returns

For more information, contact infosysbpm@infosys.com

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