WHEN WE SAID ‘TIME’S UP’
TO MANUAL CLAIMS PROCESSING
Using customized system interventions to reduce manual work and average handling time.

A leading multinational insurance company.
CHALLENGES
Pricing claim examiners:

- Derived amounts and priced claims manually
- Verified members’ liabilities based on claims
- Filled pricing work sheets using values, based on the claim scenario, from multiple screens
- Updated accumulation details manually
- Priced claims and overrode benefits manually, if required

All these steps were manual and prone to error

SOLUTIONS
Infosys BPM’s solution involved deployment of the HTM Table and Pricing Accumulation Tool that:

- Expedited transfer of claims details from multiple screens into one spreadsheet
- Facilitated retrieval of information from different screens
- Tackled repetitive tasks such as completion of standard validations
- Checked and obtained information from claims’ histories
- Calculated accumulation values
- Presented retrieved data in a tabular format facilitating information analysis

BENEFITS
IBPM’s point solution helped the client reduce overall AHT by 3.22 minutes per claim

60% increase in productivity