

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

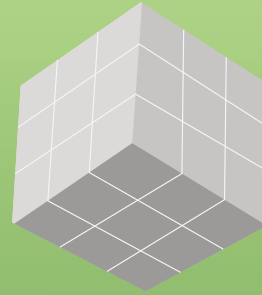
Verified members' liabilities based on claims

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

For more information, contact infosysbpm@infosys.com

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