

PAYMENTS + TECH INTEGRATION – AN ACCLAIMED MATCH!

Transforming processes to achieve required standards to efficiency and productivity, with fewer resources.

A leading global insurance company.

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BPM



CHALLENGES

Lack of integration between NASCO, a health-tech solutions provider and Burgess, a payment operations platform posed multiple challenges for the client.

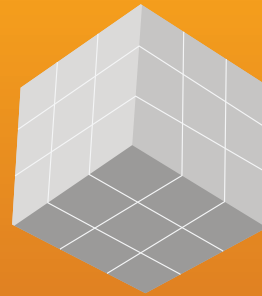
Pending backlog of claims for manual pricing

High probability of errors

Process complexity

Huge workload leading to requirement of additional full-time equivalents (FTEs). 8-10 FTEs were needed to process the additional workload of 350 claims per day

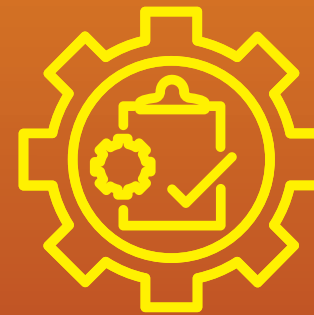
Inability to meet CMS-recommended turnaround time for service level agreement (30 days TAT for Medicare claims), for Burgess edit claims



SOLUTIONS

Infosys BPM identified quick wins and automated activities for a comprehensive transformation. The automation tool:

- ▶ Extracted desired claim elements from NASCO's system into spreadsheets
- ▶ Transformed the spreadsheet data into acceptable file formats for Burgess' use
- ▶ Priced the claim in Burgess' systems and exported the result into spreadsheets
- ▶ Loaded the results from these spreadsheets into NASCO's system
- ▶ Applied a workflow and finalized the claim adjudication in NASCO's system



BENEFITS



Infosys BPM harnessed the power of automation, With 100% automation of claim application edits, we ensured higher productivity with fewer resources

Backlogs, including 30+ aged claims, were cleared within 3 weeks, with fewer FTEs. Faster claim finalizations ensured sufficient time for downstream processes. The resultant improved quality, with reduced errors, led to achievement of CMS-complaint TAT



Savings of 8-10 FTE per day



100% Automation of Burgess claims



9200 Claims cleared in 3 weeks

For more information, contact infosysbpm@infosys.com

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