TURNING TABLES ON MANUAL WORK

When each 'egg' yielded invaluable savings of a finite resource - time.

A leading multinational insurance company.

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CHALLENGES

Our client's claim examiners were responsible for several manual tasks such as:

- Pricing claims based on the benefit limits that involved checking claims already processed

- Identifying applicable benefit category codes as per services billed in the claim that involved searching across multiple tabs and different DOS groups
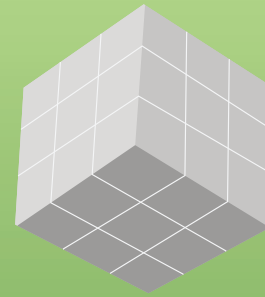
SOLUTIONS

Infosys BPM developed an HTM automation tool that:

▸ Reduced manual effort needed to search for benefit categories across multiple pages, with the use of HTM table

▸ Updated BSA category codes and service codes in specific fields enabling easy listing of benefits with applicable limit IDs

▸ Facilitated analysis of collated data with tabular formatting

BENEFITS

IBPM's approach enabled the examiners to use their time productively.

▸ Average handle time (AHT) per claim reduced to under 8.5 minutes from 42 minutes

▸ Analyzing collated information became easier due to the tabular format of retrieved data

80%
Reduction in AHT

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