TURNING TABLES ON MANUAL WORK

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

A leading multinational insurance company.
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

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

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