

Possibilities Unlimited

AssistEdge RPA reduces average claim settlement time by 60% for a US based Fortune 500 healthcare company



CASE STUDY

Overview

Our client, a US based Fortune 500 healthcare company, is focused on government sponsored health care programs for families and individuals. With over 20,000 employees, they focus on contracts with state governments and serve health plans providing a wide range of quality healthcare services to consumers in over 13 US states.



Opportunity

While having achieved cost benefits with offshoring, the client was still facing backlogs and high cost per claim. This was due to the requirement of a multi-product offering and a need to validate and compute the actual payouts based on the benefits of the individual plans and rules for specific states. A large workforce was involved in performing these manual interventions that required validation of pending claims. Two main areas had a backlog of claims and needed immediate attention- Anaesthesia and COBA (Coordination of Benefits Agreement). The volume was further building up for these and required working through several applications and databases. The high volume and stress to turn around claims manually on time led to errors, further reducing operational efficiency and customer satisfaction.

To improve customer experience, productivity and accuracy, the client wanted to automate manual tasks. Before adopting an automation tool, the company also underwent an extreme makeover of their business strategy by implementing multiple cost optimization strategies.

Solution

EdgeVerve's automation platform AssistEdge RPA helped the company maintain operational SLAs, making RPA a key part of their cost optimization strategy. Starting with just 10 bots and two areas, the client has now embarked on an enterprise wide license to scale the program. At present, EdgeVerve has implemented over 12 use cases and has a pipeline to potentially implement over 90 BOTs with other use cases in the next 12 months.

AssistEdge RPA helped in achieving 100% automation of Anaesthesia and COBA claims processing and validation, of which Anaesthesia claims process automation has been implemented for 2 states and COBA claims processing automation for 4 states. The BOTs also generate "success / failure exception mail records" and "tracing in log file" reports. And in case of discrepancies, automatic routing of the claim gets lined up to the 'PEND' queue.

Outcome



60% Reduction
in AHT for settling
Anesthesia claims



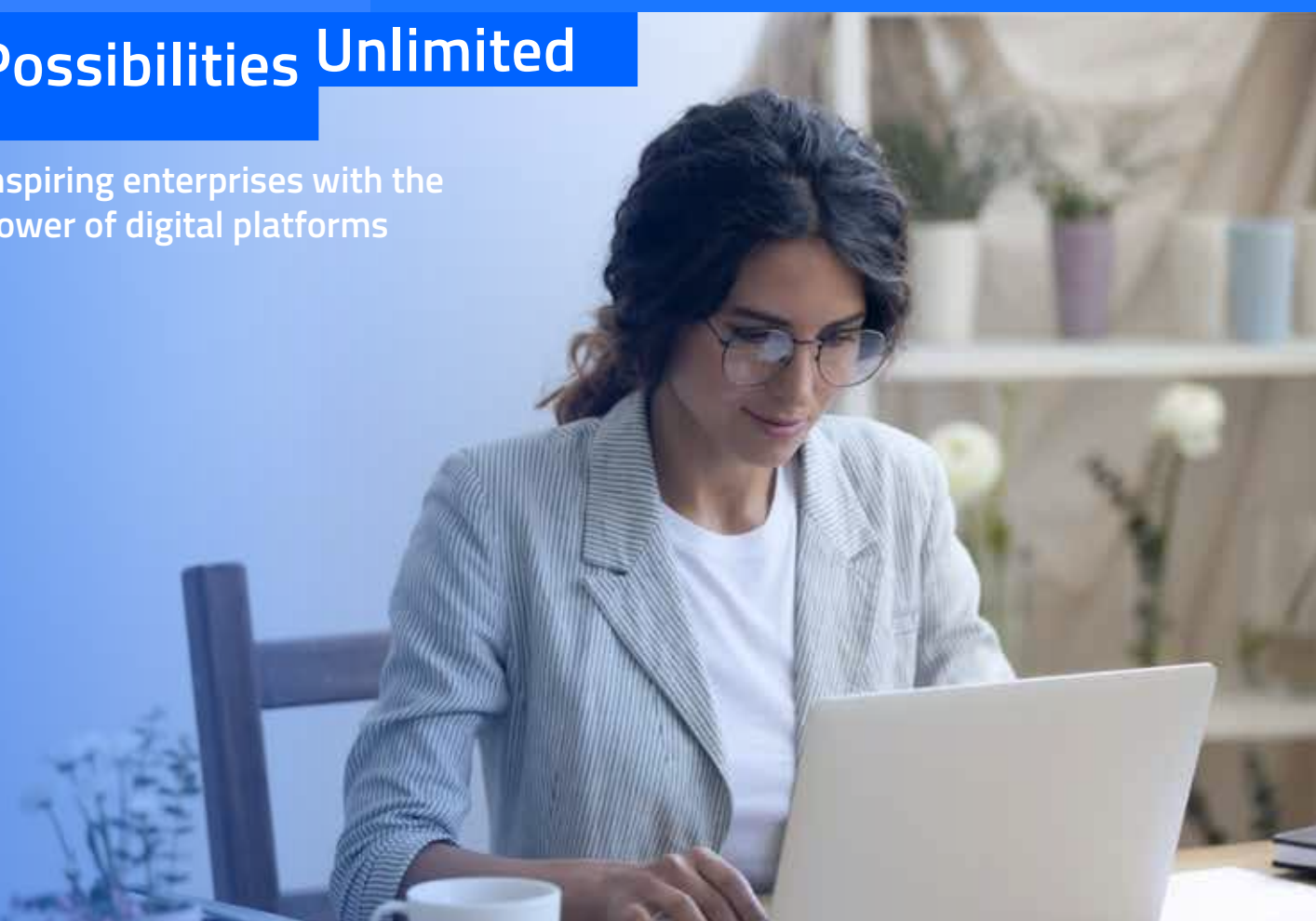
50% Reduction
in AHT for settling
Coordination of
Benefits (COBA) claims



Cleared backlog
of more than
200,000 claims

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Inspiring enterprises with the power of digital platforms



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About AssistEdge

AssistEdge, the cohesive automation platform brings to life your vision of building a connected enterprise - connecting people, processes, and data. It offers enterprises a comprehensive suite of products enabling them to drive process discovery, intelligent automation, and digital workforce orchestration enterprise-wide. Consistently rated as a leader, AssistEdge supports over 100 global customers in their automation journey powering some of the largest global automation implementations. EdgeVerve. Possibilities Unlimited.

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About EdgeVerve

EdgeVerve Systems Limited, a wholly-owned subsidiary of Infosys, is a global leader in developing digital platforms, assisting clients to unlock unlimited possibilities in their digital transformation journey. Our purpose is to inspire enterprises with the power of digital platforms, thereby enabling our clients to innovate on business models, drive game-changing efficiency and amplify human potential. Our platforms portfolio across Automation (AssistEdge), Document AI (XtractEdge), and Supply Chain (TradeEdge) helps inspire global enterprises to discover & automate processes, digitize & structure unstructured data and unlock the power of the network by integrating value chain partners. EdgeVerve, with a deep-rooted entrepreneurial culture, our innovations are helping global corporations across financial services, insurance, retail, consumer & packaged goods, life sciences, manufacturing telecom and utilities, and more.

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