

Possibilities Unlimited

AssistEdge RPA helps a large US based healthcare insurance company process over 10,000 transactions, significantly reducing backlogs

Overview

A large US-based healthcare insurance company is constantly striving towards making the system of insurance claim easier and more convenient for their customers. Their health insurance plans and services include medical, pharmaceutical and dental plans, medicare plans, medicaid services, behavioral health programs and medical management. Around 39 million people rely on this large US-based healthcare company to help them make decisions about their healthcare and their healthcare spending.



Opportunity

The cycle time of processing and settling a claim request for their customers was quite high due to innumerable manual processes. Employees were not able to adequately follow all the rules and their respective processes due to the complexity. This led to a huge increase in human errors for each customer request even after time-consuming quality checks. As a result, the client had around 70,000 records in backlog, which needed processing. The spike in backlog volume, the percentage of human error and the cycle time for servicing / processing claims was leading to records not getting processed properly. Naturally, this led to reduced customer satisfaction and created a challenge for the operations teams to scale up. The client approached us to automate their manual processes to enhance their efficiency and also enable scalability.

Solution

We recommended the use of AssistEdge - Robotic Process Automation (RPA) software to automate the client's business task(s) which are repetitive, and rules based. AssistEdge BOTs started processing the backlog of customer requests, which helped reduce the backlog volume significantly. The previous manual processes run on AssistEdge software BOTs, which automatically check and verify the multiple rules within each process. This automation not only reduced human error but also enabled the client to scale the volume of customer requests received. As the BOTs are cross functional, they work on multiple tasks, increasing the ROI for the client as they can deploy one BOT for multiple purposes. The quality of service improved with reduced human error and improving overall customer experience.



Outcome



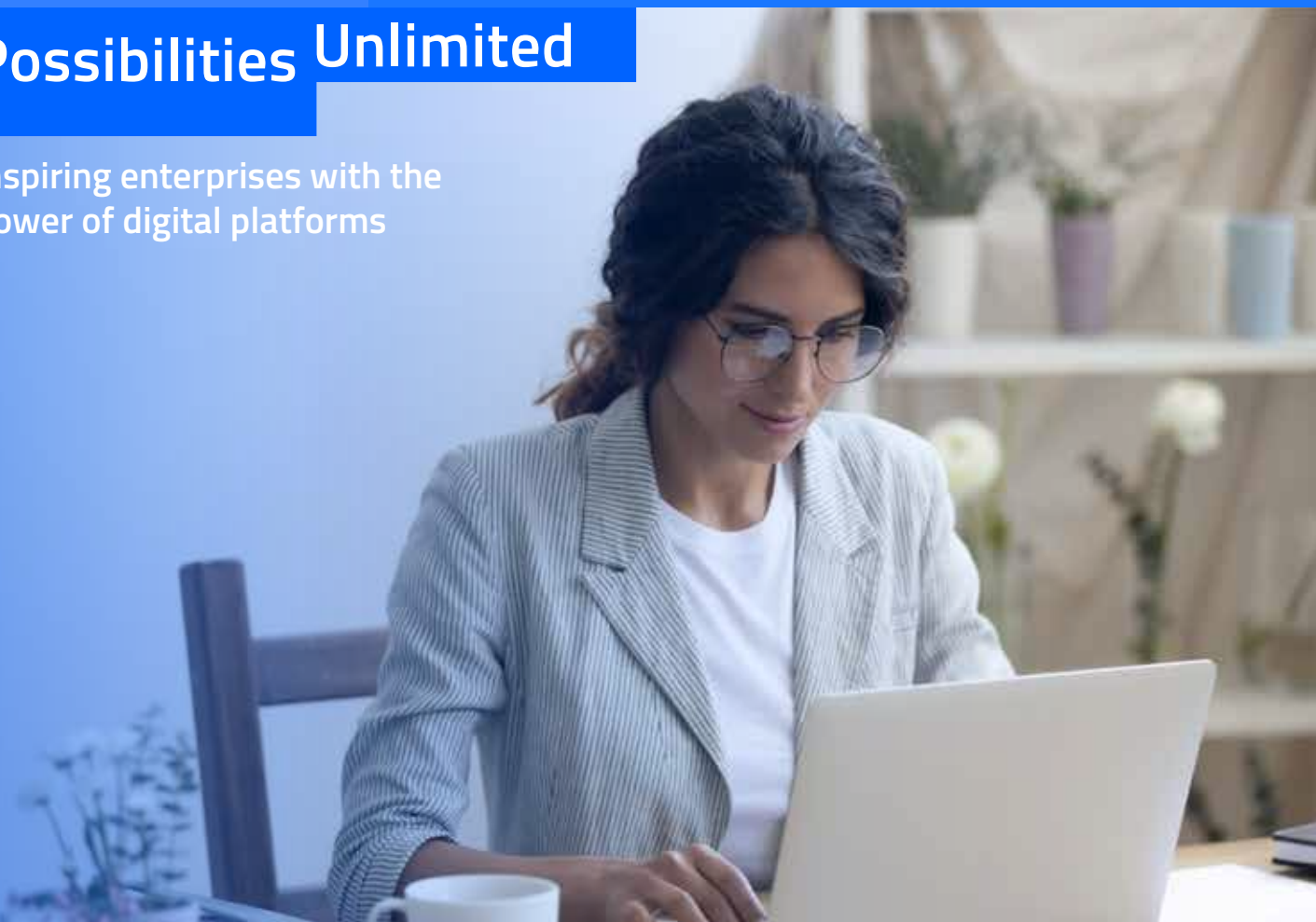
>25 main rules automated



A total of **10,000** transactions processed

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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.

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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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