

Client: A leading Third Party Administrator of health insurance with offices across 10 cities receiving around 2000 claims per day.

Problem: The renaming of the scanned files of the claims forms along with the hospital receipts according to Inward Number generated by their existing system and distribution of these scanned claims forms to data entry vendors was done manually. There were errors when renaming the scanned files with the right Inward Number which resulted in delays in data entry. Also the person allocating the files to the data entry vendors had to follow rules where he was supposed to prioritize the allocation based on city, corporate and insurance company. Since this process was manual it was time consuming and error prone resulting in pileup of previous days work.

Solution: We automated the entire process by automatically renaming the scanned files as per the Inward Number and automating a rules based file allocation to vendors as per the priority.

Benefits: The productivity increased by 87% in a month with 100% accuracy in file renaming activity.

Insurance

Streamlining distribution of Claims Form to
Date Entry Vendors

Rules based work allocation

