


AssistEdge RPA.
The Ultimate Automation
Platform.

Possibilities Unlimited.

60% reduction in
average claim
settlement time for
a US-based Fortune
500 healthcare
company

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.

Benefits Delivered

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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About AssistEdge

AssistEdge Discover unlocks the hidden business value trapped in your processes. It acts as a powerful foundation for enterprises seeking cutting-edge technology, to drive intelligent automation and process excellence. From non-intrusively capturing human-machine interactions to leveraging AI to creating actionable process insights, AssistEdge Discover sets you on the right path to embrace continuous improvement with relentless focus on creating a hyper productive enterprise. Know more: www.edgeverve.com/assistededge/assistededge-discover



About EdgeVerve

EdgeVerve Systems Limited, a wholly owned subsidiary of Infosys, is a global leader in AI and Automation, assisting clients thrive in their digital transformation journey. Our mission is to create a world where our technology augments human intelligence and creates possibilities for enterprises to thrive. Our comprehensive product portfolio across AI (Infosys Nia), Automation (AssistEdge) and AI enabled Business Applications (TradeEdge) helps businesses develop deeper connections with stakeholders, power continuous innovation and accelerate growth in the digital world. Today EdgeVerve's products are used by global corporations across financial services, insurance, retail, consumer & packaged goods, life sciences, manufacturing telecom and utilities. Visit us to know how enterprises across the world are thriving with the help of our technology.

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