AI Next

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Streamlining Claims Processing for a Large Healthcare Insurer

A large US-based healthcare insurance company services about 39 million people, offering a wide range of health insurance plans and services, including medical, pharmaceutical, and dental plans, as well as Medicare and Medicaid services.

Discover how **EdgeVerve AI Next** helped automate more than 10,000 transactions, significantly reducing backlogs.

www.edgeverve.com

The Business Imperative

Manually processing claims requests is cumbersome and repetitive, often resulting in errors and inaccuracies. A spike in backlog volume, an increase in the percentage of human errors, and longer cycle times for servicing and processing claims caused records to be processed incorrectly. This led to reduced customer satisfaction and made it challenging for operations teams to scale effectively.

A unified platform to automate claims processing, reducing human error and improving the overall customer experience thus became imperative.

Challenges of Complex Claims Processing

- **Complex claims settlement process** driven by multiple manual processes
- **Increase in human errors** even after time-consuming quality checks
- **Delays in processing** that resulted in decreased customer satisfaction
- **Process inefficiencies and reduced customer satisfaction** created obstacles to scaling operations and effectively servicing customer requests

Owing to processing delays, the client accumulated a backlog of 70,000 records that needed to be processed.

The core need: Automating manual processes to enhance efficiency and enable scalability.

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Solution: EdgeVerve AI Next Automates End-to-End Claims Processing

EdgeVerve AI Next helped process the backlog of customer requests, which not only reduced the backlog volume and human errors significantly but also enabled the client to scale the volume of customer requests received.

Processed the backlog of 70,000 records using Digital Worker Bots

Automation of repetitive, manual tasks based on pre-defined rules

Cross-functional bots handled various tasks, maximizing ROI by leveraging a single bot for multiple purposes

Impact

Achieved more than 40% productivity in claims processing through automation

A total of 10,000 transactions processed via EdgeVerve AI Next Platform's intelligent automation

>25 main rules automated

Approximated savings in FTEs - 150

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Automate Claims Processing for Maximum Efficiency! Reach out to us at

contact@edgeverve.com

AI Next

EdgeVerve AI Next, part of Infosys Topaz, enables the scaling of Applied AI across the enterprise. Built from the ground up to leverage the power of Generative AI, this unified platform bridges silos in people, processes, data, and technology to drive transformation in business operations.
EdgeVerve. Possibilities Unlimited.
https://www.edgeverve.com/ai-next/

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About EdgeVerve
EdgeVerve Systems Limited, a wholly-owned subsidiary of Infosys, is a global leader in developing digital platforms, empowering 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, amplify human potential, and foster a connected ecosystem. Our comprehensive platform portfolio (EdgeVerve AI Next, AssistEdge, XtractEdge, and TradeEdge) across Automation, Document AI, and Supply Chain helps inspire global enterprises to bridge silos in people, processes, data, & technology, discover & automate processes, digitize & structure unstructured data, and unlock the power of the network by integrating value chain partners. With a deep-rooted entrepreneurial culture, EdgeVerve's innovations are helping global corporations across sectors such as financial services, insurance, retail, consumer and packaged goods, life sciences, manufacturing, telecom, utilities, and more.
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