silverskills
applying intelligence to processes

Claims Transformation Improves Productivity, Reduces Processing Time By 40%

EXECUTIVE SUMMARY

Client:
One of the largest healthcare maintenance organizations in the US

Industry:
Healthcare

Business Challenge:
The client needed an end-to-end software solution for managing the process from claim entry to claim adjudication

Approach/Solution:
Silverskills designed an EDI claims conversion software to help the client improve their claims management process

Impact:
The EDI helped the client in clearing the backlog and enhancing overall productivity by 40%

Objective and Scope

The client is one of the largest health maintenance organizations in the US providing comprehensive health care services to their members in exchange for a fixed periodic payment.

They wanted Silverskills to improve their claims processing capabilities and scalability to sustain the expected increase in the claims volume in the forthcoming years. The main objective was to improve the cycle time through minimized manual procedures and reduced operational costs for claims processing.

The broader goal was to eliminate the existing backlog, accumulated over the last 2 months.

Challenge

In the absence of reliable claims data entry-staff and rising employee wages, the client was facing several challenges in settling the claims and dealing with rising volume of complaint calls. Quick settlement of claims required access to piles of documents which was becoming difficult for the client to manage manually. The client needed a software solution that not only scans different claim documents with precision and intelligence but also provides a centralized platform for the secure storage of such documents to enable quick access, whenever required. A digitized approach was the need of the hour in order to optimize turnaround time for claims entry

Approach

With a strong focus on reducing turnaround time per claim, Silverskills designed an Electronic Data Interchange (EDI) claims conversion software for the client, which was fast, accurate and insulated from frequent internet disruptions. The EDI was deployed to help the client concentrate on tasks other than paper handling. Additionally, hotkeys and coordinates were integrated for achieving the highest level of productivity and accuracy.

Impact

Silverskills was able to transition the claims processing business in less than 3 weeks. The EDI improved its business process efficiency and achieved higher levels of productivity (40%) due to reduced time in extracting information. It also reduced the risk of processing inaccurate claims, thereby, improving the auto adjudication rate by up to 40%. The software allowed the client to validate, check and monitor each step involved in processing the claims and reduce the cost of processing by 50%. Additional benefits included faster and timely disbursements of claims, higher provider satisfaction & reduction in provider calls.

Cost reduction by 50%

Increased productivity by 40%

Improved auto adjudication rate by up to 40%.

Reduced provider calls