

RPA Implementation for a **Global** **HEALTHCARE INSURANCE GIANT**

ABOUT THE CUSTOMER

A solution-focused, compliant, prognostic, and scalable Revenue Cycle Management solution provider across the Middle East.



THE OBJECTIVE

Customer was looking for an RPA enabled Digital Transformation solution to improve the Business Processes, Productivity and improve Customer Satisfaction.



CHALLENGES FACED

- The current platform was not scalable to address the patient requests from respective clients simultaneously.
- As a large number of patients visited hospitals or clinics for medical needs, all processes had to be handled concurrently, resulting in massive resource allocation.
- Unstructured data led to manual intervention and higher turnaround time for claims management.

OUR PROCESS

- Replaced the repetitive manual tasks performed by the employees with software bots and automation.
- Bots were designed & allocated for each insurance process.
- Scheduled bots to work concurrently using orchestrators.
- Replaced their current manual process for insurance approval, eligibility, and rejection with automation.

RESULTS DELIVERED

- Increased overall efficiency and reduced related expenditures.
- The bots efficiently handled requests for multiple processes without leaving any requests in queue.
- Effectively boosted the back-end operations of the current processes.
- OCR engine capabilities and coding solutions enabled the conversion and categorization of unstructured data into client-required formats with the highest accuracy.

OUR BENEFITS

