

Insurance TPA Improves Operational Efficiency And Customer Satisfaction

With Docketry

Faster claims processing and Improved customer satisfaction

Challenge

A reputed third-party administrator and independent claims adjusting company based in the US sought to improve operational efficiency while reducing overall costs and improving customer satisfaction.

The major challenges they were facing were:

- They heavily relied on manual processing in every step of the claims processing process.
- Document processing alone took up about 20 minutes for a single claims processing.
- Extracting information from email attachments and mapping them took time
- Productivity loss of thousands of dollars per employee every year.
- Claims settlement process took more time as it was dependent on the processing time.

Our Solution

Claims processing involved a lot of manual data entry processes involving forms and documents. Improving workflow efficiency and solution with minimal disruptions to existing systems were important considerations while coming up with a solution. We went for a two-pronged approach which involved,

Integrating Docketry with the existing processes to automate document processing

Building an Outlook add-in to select email attachments and export them seamlessly to Docketry.

✓ AUTOMATED INFORMATION WORKFLOW

The data entry process was eliminated completely with Docketry minimizing the manual work required in claims forms processing.

✓ SECURITY AND ACCESS CONTROL

We took measures to ensure that security was not compromised with a comprehensive security system.

✓ SEAMLESS INTEGRATION WITH EXISTING PROCESSES

The client had multiple software and solutions in place for other activities, from policy administration to customer support. We integrated Docketry with minimal disruptions to existing systems.

✓ EXCEPTION HANDLING AND CONFIDENCE SCORE

Request manual verification for low-confidence scans based on the confidence score.

✓ ERROR REDUCTION WITH ANALYTICS

To improve operational efficiency and associated rework, increased transparency with detailed reporting and Docketry's analytics dashboard.

✓ ACCURACY AND EFFICIENCY

Ensured high accuracy of the solution by training the AI/ML model with large datasets as Docketry extracts data from scanned documents and online forms.

Outcomes

- ✓ 60% reduction in operational costs
- ✓ 57% additional claims forms processed per week
- ✓ 70% Reduced document processing time
- ✓ 7x faster claims processing and improved customer satisfaction
- ✓ 85% reduction in errors
- ✓ Easily integrated the solutions with legacy systems already in place.