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AI-Powered Digital Mailroom Automation At Scale

Classifying millions of incoming claims across hundreds of categories

ABOUT CLIENT

➤ The client is a massive business process management company with its operations in the U.S., the U.K., India, and Philippines. They offer solutions for banking and financial services, customer services and healthcare operations to their clients including some Fortune 500 companies.

BUSINESS SCENARIO

➤ One of the largest American Health Insurance companies received a large volume of claim applications in varying formats from a wide range of channels. They approached our client to build process automation for classifying their claim applications. Classifying and extracting data from nearly 50,000 claim communications each day was slow and expensive. Manual handling of these claims was taking up a lot of people time and leading to errors that were costing millions in penalties.

BUSINESS **CHALLENGES**

01

Categorizing Claims From Scanned Images

Each scanned image comprised 30+ claims, which were received through multiple interaction channels. These needed to be sorted across 200+ claim categories.

02

SME-Intensive Workflow

The process of claim classification demanded an in-depth reading and understanding of claims documents. Prior automation efforts lacking contextual awareness failed miserably.

03

Human Errors Due To High Volumes

Manual sorting by 1000+ employees was not scalable. More volume meant more people, leading to human errors, missing information, loss of documents, and inefficiencies.

04

Outsourcing Sensitive Data

Outsourcing highly sensitive individual health record data for automation was causing legal difficulties.

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BOTMINDS
SOLUTION

- ⊙ A point solution addressing exact scenario developed and deployed on-premise to address data sensitivity and volume needs.

- ⊙ An end-to-end platform with automatic document ingestion, claim type identification, datapoint extraction and claim grouping.

- ⊙ Continuous data quality improvements with our human-in-the-loop solution based on validation and corrections done by a reduced workforce.

BUSINESS
IMPACT

Complete Solution Roll-Out In 3 Months

Optimized document retrieval pipeline with automated individual workflows to support more volume with a reduced workforce.

Minimal Involvement Of SMEs

Automation with contextual awareness to handle claim extraction and classification with high quality.

Visibility In Managing Multiple Channels

Complete traceability of all extracted information to source data across the plethora of input channels.

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Value Delivered

40%
Reduction in TAT

75000+
Claims Documents
Handled Everyday

<90
Days To Achieve End-
To-End Automation

100%
Accurate Data

BOT's Speed and **MIND's** Intelligence, completing the automation circle.

World's first Unified Intelligent Document Processing & Process Automation Platform

Botminds is an AI-first, Unified IDP & IPA platform. Using our platform, you can automate and begin extracting data for your document centric processes within weeks.

For more information :

visit us www.botminds.ai or email us hello@botminds.ai

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