A LEADING HEALTHCARE INSURANCE COMPANY IN THE UK TRANSFORMS OPERATIONS WITH DATAMATICS PROVIDER BOOK OF RECORD (PBoR) SOLUTION

DATAMATICS

ABOUT CLIENT:
The client is a leading international healthcare company headquartered in the UK, serving over 38 million customers across the world. They also provide health provision services and operate clinics, dental centers and hospitals in many other countries markets.

INDUSTRY:
Health Insurance

REGION:
Europe

EMPLOYEES:
85,000+

BUSINESS NEED:
The client wanted a comprehensive solution for digitizing provider on-boarding, credentialing, and contract management.

BUSINESS
CHALLENGES

01 The client being from the insurance industry was facing significant disruptions due to the evolving digital landscape and was under constant pressure to deliver better customer experiences and services at every touchpoint.

02 One of the major challenges faced by the health insurance industry is the lack of a comprehensive solution that covers provider management, contract management, claims verification, and payment management.

03 This often results in inefficient data handling and loss of revenue. Additionally, most health insurers do not maintain contracted rates in their system, or they end up maintaining the data loosely in Excel sheets, leading to further inefficiencies.

04 Missing integration with service providers' invoicing systems also results in invoice validation errors and excess payments, and manual contract validations and invoice verification processes are time-consuming.

DATAMATICS
SOLUTION

BUSINESS
IMPACTS

Datamatics' Provider Book of Record (PBoR) is a cloud-based framework that automates provider onboarding, credentialing, and contract management processes

It provides real-time connectivity with multiple systems, including Policy Administration, Pre-Auth & Claims Management, Rules Engine, Provider Portal, and Finance systems. It is built on Dynamics 365 Service module and is customized to provide contract management and claim validation features.

It enables the creation and maintenance of multiple contracts for single providers, as well as network providers, along with an automated process for contract approvals.

The system is flexible and can maintain different types of providers, including hospitals, establishments, and individuals. With Restful two-way integration with backend applications and Inrule, PBoR enables real-time claim validation and payment processing.

PBoR streamlines the invoice upload process from multiple sources and screens them against contracted prices, enabling health insurers to reduce errors, improve efficiency, and enhance the experience for both providers and customers.

0% leakage of claim over payments resulting from incorrect procedure pricing

90% reduction on contract and rate validation time

30 – 40% reduction in claim processing time cycle

100% audit trail of claims

50% reduction in credentialing time

ABOUT **DATAMATICS**

Datamatics enables enterprises to go Deep in Digital to boost their productivity, customer experience, and competitive advantage. Datamatics' portfolio spans across three pillars of Digital Technologies, Digital Operations, and Digital Experiences. It has established products in Intelligent Document Processing, Robotic Process Automation, AI/ML models, Smart Workflows, Business Intelligence, and Automatic Fare Collection.

Datamatics caters to a diverse global clientele across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has a presence across four continents with significant delivery centers in the USA, India, and the Philippines. To learn more about Datamatics, visit www.datamatics.com

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