



Insurance Claims Allocation App

Client Profile

- Leading Third Party Administrator of health insurance company in South-East Asia
- Operational across 10 cities in the region

Challenge

The insurance claims processing company received over 2000 insurance claims per day. When the claims files reached the agents, renaming the scanned file names along with the hospital receipts according to Inward Number generated by their existing system and distribution of these scanned claims forms to data entry vendors was done manually. Errors crept into this cumbersome process leading to discrepancies in Inward Numbers resulting in processing delays. Strict business compliance rules had to be followed by data entry personnel while renaming files. Further, the files being prepared for processing needed allocation based on city, corporate and insurance company. The entire protocol was extremely tedious in nature.

Solution

With iLeap, the Insurer was able to build a custom app to help digitize the entire file renaming process based on the Inward Number. The app also had the capability to allocate the files with adherence to business specifications assuring the organization priority-based file distribution to vendors across the region.



Benefits

87% increase in productivity in a month with 105% accuracy in file renaming

The Claims Data Entry and Allocation App developed over the iLeap platform helped the organization gain the following benefits:



Workflow Digitization

The business was able to abolish the error-prone manual renaming of scanned claims files.



Increased Productivity

The App enabled files to move more smoothly to the Data Entry teams thus having dramatic impact on resultant productivity.



Better Compliance

The automation of the process helped the business achieve better compliance with the files being allocated according to the business specific priority for further processing.



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