

Case Study

AI-enabled Healthcare Claims Processing Solution

Healthcare

Client Context

A leading provider of integrated business solutions for healthcare claims processing wanted to reduce the risks of HIPAA related violations while improving the operational efficiency of healthcare claims processing.

Value Delivered

91%

Accuracy in data capture vs the earlier 76% thereby reducing the need for manual processing

40%

improvement in manual work related to claims document handling

60%

Reduction in HIPAA violations due to processing errors within 3 months of go-live

Process Areas

Healthcare

Business Challenges

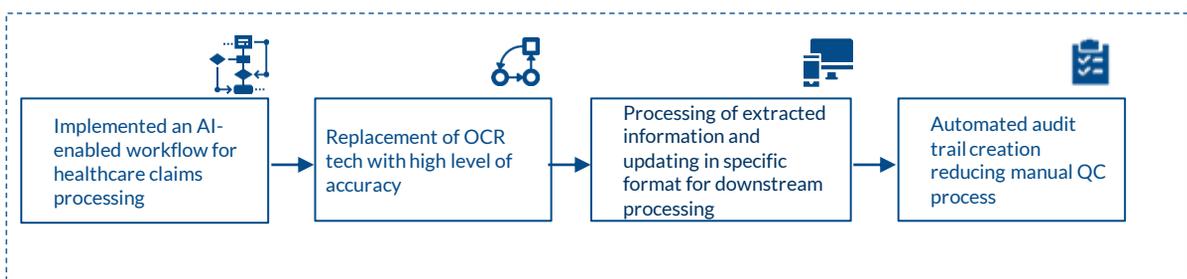
- The client, a leading provider of integrated business solutions for healthcare claims processing, was dealing with accuracy issues resulting in an increased number of HIPAA violations.
- Issues in manual handling of claims documents was leading to PHI was creating issues related to turn-around time
- The overall goal was also to minimize the operational inefficiencies and move to a "first time right" approach

Solution

The e.IQ platform was used to implement an AI-enabled workflow for the processing of healthcare claims. The case documents package was handled using an automated approach reducing manual intervention.

- The current OCR technology was replaced using to ensure that the structured data extraction from the (unstructured) medical bills and supporting documents was at a high level of accuracy for reliable decision making.
- The extracted information including patient information, bill lines and associated CPT/ICD codes were then processed using a complex business rules engine. Finally, the information was updated in the specific format for downstream processing.
- The solution included an automated audit trail creation to support compliance with regulatory requirements.
- Manual QC process was reduced/eliminated in planned manner as the confidence in the system improved.

End-to-end automation within e.IQ



e.IQ Platform Overview

Low-Code, No-code Hyperautomation Enablement Platform



Process Flows

Automate enterprise workflows and create seamless customer and user journeys quickly.



Event Flows

Process and analyse events in real time to predict real-time threats and identify opportunities.



Decision Automation

Simplify complex decision logic to make accurate decisions in changing business environments.



Analytics and Reporting

Derive actionable insights for your business with robust analytics and present data in rich reports.



Mobile Apps

Create enterprise mobile applications that can work online or offline.



Data Flows

Handle structured and unstructured data with an easy drag-and-drop functionality.



Cognitive Capabilities

Embed intelligence in the handling of process and data attributes using dynamic ML models.



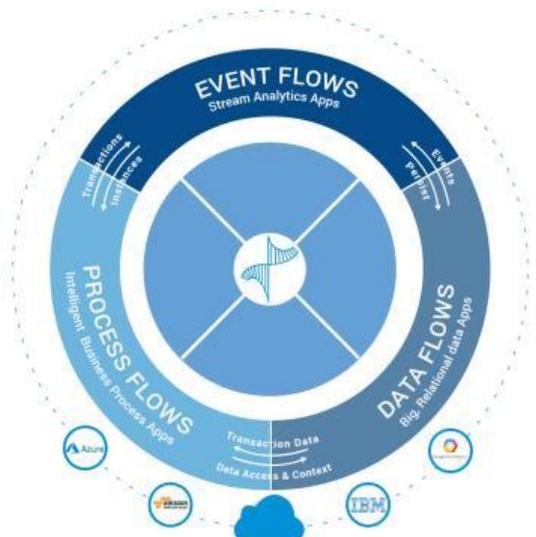
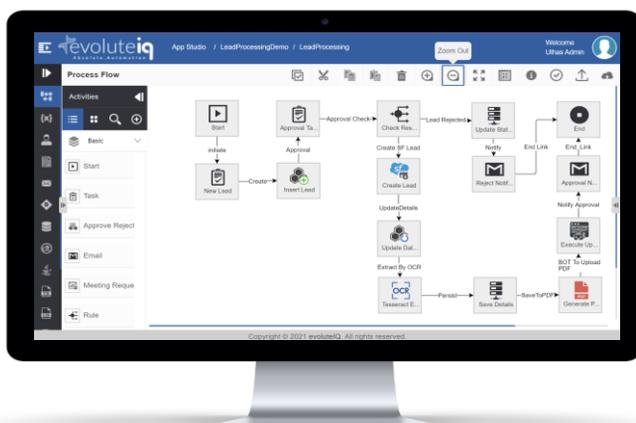
Enterprise Connectors

Integrate with business-critical systems quickly using pre-built and custom connectors.



Web Apps

Create visually appealing and dynamic web applications using new or pre-built templates.





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