INDUSTRY:

INFORMATION TECHNOLOGY

Automating Medical Insurance Verification Process

Introduction

The client global technology and innovation company that stands for progress. They provide customers with flexible, rapidly deployed, end-to-end ERP, Mobility Solutions, E-commerce, and Business Analytics solutions. They specialize in fixed-price, fast-staff responses, and combining deep technological expertise with hands-on experience.

The Challenge

To automate the Medical Insurance verification process. Until the partnership with Judge Group, the client's customers had to submit a claim application which needed to be verified and approved before the claim could be processed.

Manual AHT per claim – 8 to 10 Minutes

Solution

Bots were deployed to read required verification details from Excel sheet; Login into MIMS Application, navigate to EMIMS Approval section; Filter the section by choosing Endorsement type as "Member Addition"; Select the available insurance transaction from the list; Validate Insurance transaction details with input verification sheet; Required document e.g. Photo, Passport, Visa, etc. If all validation checks are completed, then the bots approved the record otherwise rejected the transaction and updated the transaction status into an Excel sheet.

Outcomes

- **60 to 90 secs** - Bot AHT per claim
- **80%** FTE time-saving at the minimum
- **100%** error-free data handling
- Data accuracy and faster processing
- Easy to search and verify insurance details of the applicants
- Real-time Analytics and Business Intelligence
- Elastic and Agile Scalability to handle changing work volumes

Applications Automated

- MIMS Portal
- Excel

Processes Automated

- MIMS Portal Navigation
- Data Validation
- Transaction Updates
- Exception Handling

About – The Judge Group

The Judge Group is an international professional services firm with deep expertise in consulting, learning, staffing & search, and offshore solutions. We operate across the United States, Canada, and India from over 30 locations and proudly serve over 50 of the Fortune 100 companies across all verticals including financial services, healthcare & life sciences, insurance, technology, government, manufacturing, and telecom/utilities.

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