



# Case Study

## Business Process Services

# End to End Claims Management for a leading Insurer and Benefits Administrator in the US

In the last few years, the Healthcare, Life & Benefits administration industry has seen a shift towards exemplary customer experience, with innovation in service delivery taking rightful precedence. Hexaware has maintained the first mover advantage due to 15+ years of experience managing the Health, Life & Benefit space for a leading client in the US.

### The Challenge:

When this major health insurer decided to refit its less efficient claims processing system, there was a need to streamline every sub process of the entire claims cycle. The client was also looking at reducing significant costs while maintaining the claims processing quality, accuracy and timelines.

Operational challenges included managing varying volume of claims, processing standard claims as well as non-formatted claims. Since the process was manual, another requirement was to eliminate inaccuracies arising out of human intervention.

### Our Engagement:

In 2004, Hexaware created the client's first offshore centre around mailroom & data entry transition at a time when service provider partnerships were fairly a nascent concept, especially in the Health, Life & Benefits industry. The next 5 years saw Hexaware introduce 2 new processing locations, along with an online dashboard for real-time processing status and also kick start the client's automation journey. We also began managing newer functions like claims pre-processing, claims adjudication and adjustments with 30% higher efficiency. Our team developed a QUICK REFERENCE manual that helped increase efficiency by 20% and addressed the client's training needs.



### FACTS AND NUMBERS

- **First Vendor** to implement RPA for the client
- **15 Years** of engagement
- **6 Million+** Claims transactions handled per year
- Total payout of **\$1.8 Billion**
- **12 locations** supported

The year 2013 to 2017 marked a phase of major disruption as Hexaware helped the client embark on their automation journey by introducing Optical Character Recognition (OCR) for their medical forms data entry and Robotic Process Automation (RPA) for optimizing effort by 50%.

## The Solution:

Hexaware implemented a state-of-the-art People, Process and Technology solution to perform claims processing services. The solution included a full suite of services that covered the requirements for mailroom services, storage and retrieval, digital imaging, digitization of paper claims, pre-adjudication, adjudication and adjustments. Hexaware proposed a best fit working model to the client.

When they planned to migrate from their legacy systems to the new platform, we helped them manage the migration with minimum hiccups by taking ownership of managing the entire backlog with minimal or no impact to business operations.

We've constantly helped them improve their quality of services by consolidating and streamlining their process documentation helping them reduce training timelines and improve production efficiency.

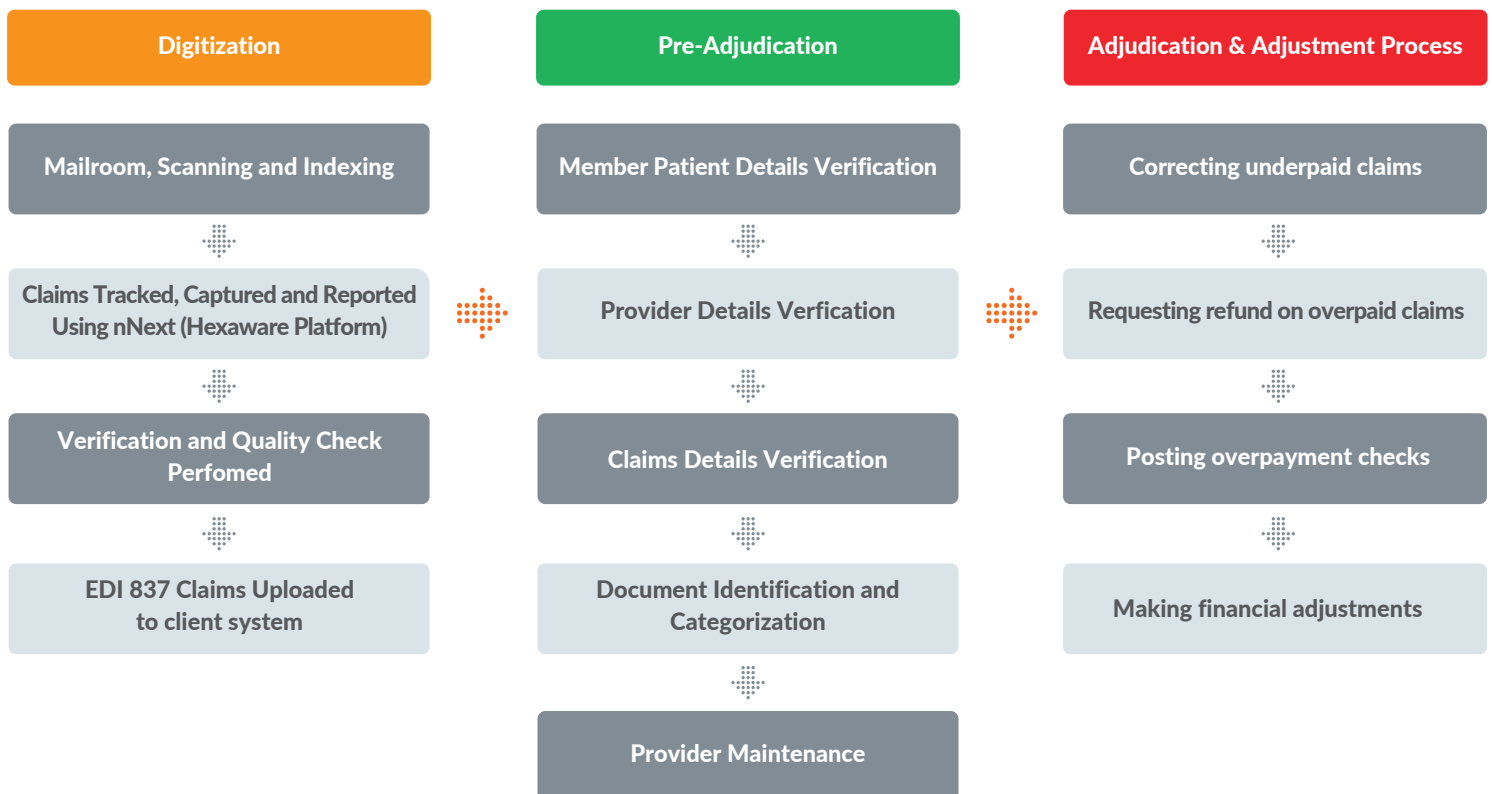


We managed to complete an aggressive ramp-up in 2016 by hiring and training 100 FTEs within a short period of 2 months helping them on-board a large customer; this helped them double their claim volumes for the year.

We enabled them improve revenues by increasing productivity and helped move manual work from a high cost process to a low cost option that improved their auto adjudication rates for the process from <10% to >60%.

We also helped streamline operations by recommending creation of simplified and standardized Standard Operating Procedures to cross-utilize resources in an effective manner leading to higher yields.

### Phased Transition of Mailroom + Digitization, Pre-Adjudication, Adjudication & Adjustment Process



Business Benefits Delivered:

Cost Savings

45%



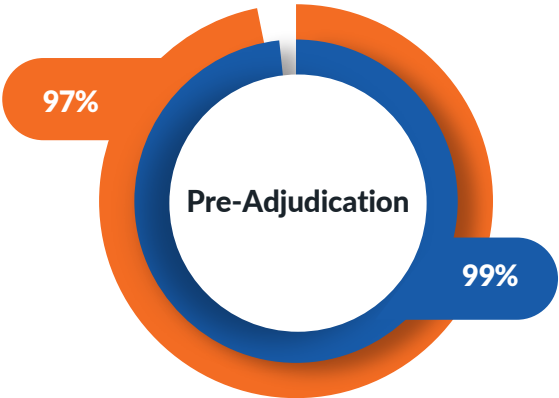
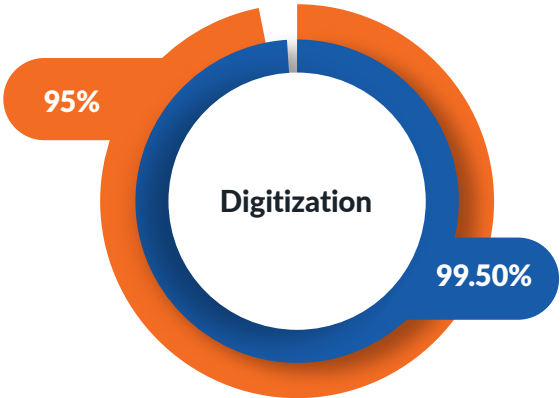
Productivity Improvement

5% YOY  
with benefits passed  
on to the client

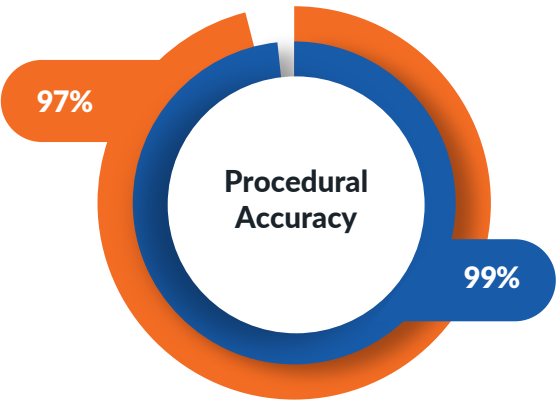
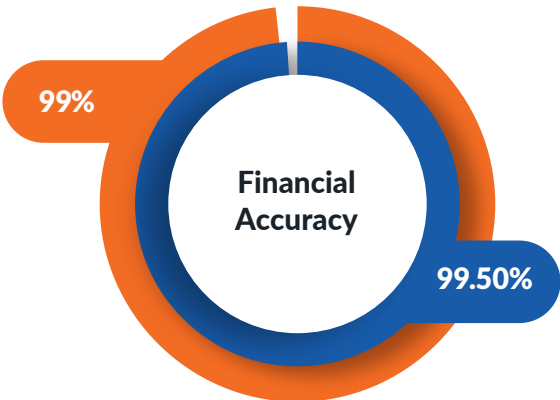


Accuracy

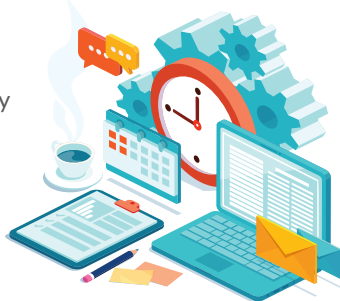
- Expected
- Delivered



Adjudication



Reduced transition timelines by 2 weeks for simple processes and 4 weeks for complex processes leading to improved TAT



Robust documentation & Process Mapping



Till date Hexaware has enabled auto adjudication to the tune of nearly 68%, marking a substantial improvement from where the client started (under 20%). The success of this partnership is clearly evident in our client's trust to consider Hexaware's delivery expertise as their own extended business function. Future growth in the client's environment will require Hexaware's strong intervention to elevate their business to the next level.

## About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'AUTOMATE EVERYTHING™, CLOUDIFY EVERYTHING™, TRANSFORM CUSTOMER EXPERIENCES™.'

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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### Safe Harbor Statement

Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.

