



RPA for a leading European Healthcare Service Provider

This case study highlights Hexaware's role in automating the claims process for a leading healthcare service provider. Our RPA enabled Bots helped improve customer service to ensure claims were processed faster.

Client Overview:

Our client is a leading health insurance broker and a risk consultant with 500+ employees in customer service and back office operations spread across Europe.

Business Challenges:

During hospitalization, our client was required to pay the complete hospital bill of the insured as per the invoice. The insured patient would then pay our client back by filling a declaration form for any exemptions or costs not covered within the guarantee. This claim process had become rigid for our client's customer service with challenges like:

- Highly Manual processes
- Very high average call handling time
- Mundane tasks

Engagement Scope:

Hexaware stepped in to implement Robotics Process Automation (RPA) to achieve the below scope:

- Automate hospitalization claims, day clinic claims, serial hospitalization claims, medicine claims and online declaration of admission.
- Build a scalable operating model to seamlessly include additional processes in the future.

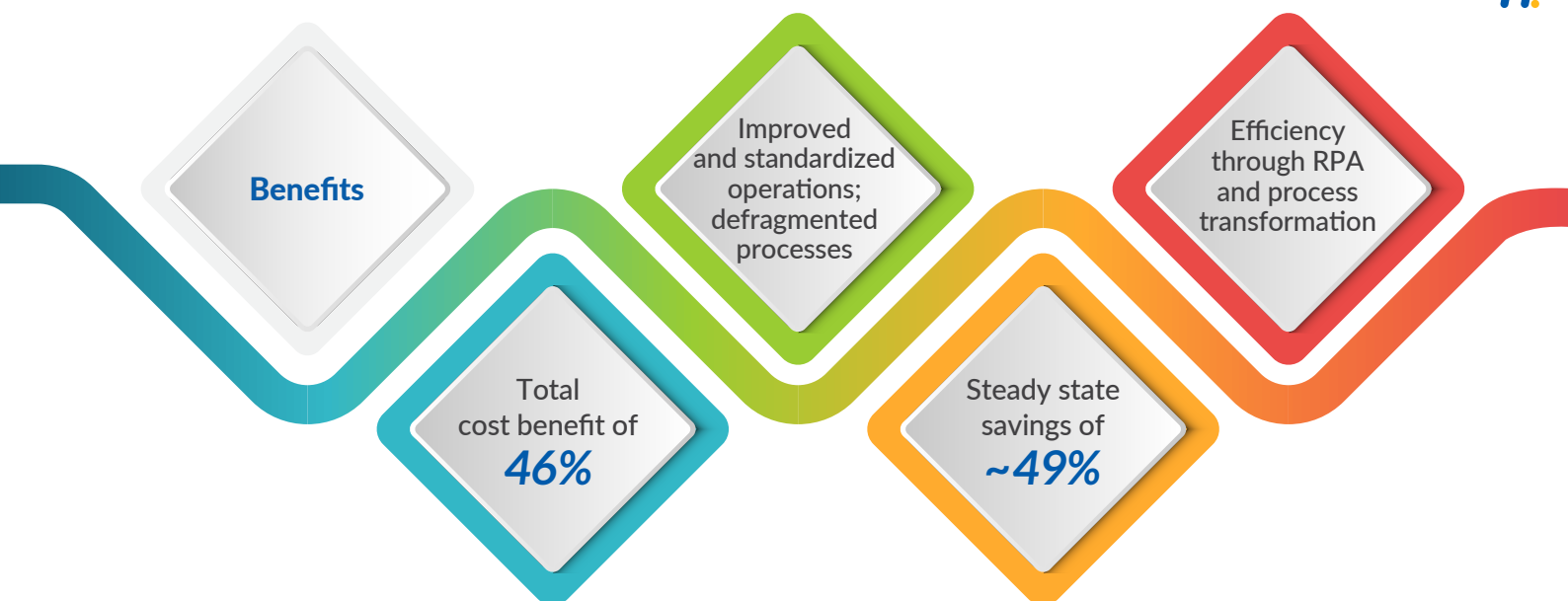
The Hexaware Approach:

Our client receives the patient's invoices in a digital (XML/email/web form/post/call) or paper format, from the Hospital, the robot starts investigating and checking the created declaration against the invoice received. The bot verifies if it's the correct person, hospitalization dates match, Hospital name and address match. It also validates if the invoice is for serial hospitalization or day clinic. The bot also verifies the medical service lines and then decides the payback amount based on the insurance coverage and the standard operating procedures. Also, checks for legal intervention and calculating the amount to be paid by the mutuality are configured in the bot. Finally, when all the tasks are completed, the bot finalizes the declaration package and generates settlement notes. This automation solution was provided for invoices in XML and the client's AssurPharma based formats. Additionally, Hexaware offered daily reporting of tasks such as:

- Total claims received
- Claims successfully processed
- Claims failed due to business exceptions
- Claims failed due to technical exceptions
- Claims backlog

Solution Highlights:

- Delivering end-to-end processes specified above (including exceptions) using RPA, at while managing the business-critical SLAs
- Adopting RPA platform to drive automation and realize automation benefits in a short timeframe
- Delivering operational performance in an improved manner and driving progressive standardization and improvement in the operating model



By automating major areas within claims, the client was able to achieve the ROI almost from day 1 of the RPA implementation. Our model continued to open new avenues for automating future process while making limited changes to the client's current environment.

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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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.

