

CASE STUDY



STATE CLAIMS FILING AUTOMATION

INDUSTRY:

Insurance

TECHNOLOGY:

Automation Anywhere

PROJECT BACKGROUND:

A large American insurance company needed to find a solution to help reduce the manual workload on the centralized state filing process which provides consistency and efficiency in completion of the state filing forms and payments.

CHALLENGES:

- Regulatory requirements of forms and timing for submission vary by each state. The centralized process ensures forms accuracy and deadline submissions to avoid exposure to fines and penalties by the state regulators. The lack of operational efficiency in this claims processing cycle was becoming a cost and productivity burden for the organization
- Claim professionals complete a referral diary to the offshore team with key information that needs to be placed in a state form that is then sent out through their claim platform. The offshore agents then perform other claim processing functions based on the rules and instructions contained in state master reference guides. Due to the highly manual process and dependency of the offshore team's involvement with time differences, the operational efficiency was affecting the organization's sanctions exposure.

SOLUTION:

Our RPA solution architects helped customer deploy solutions that provided:

- Fully automated and dynamic solution that allows for quick updates to state forms without having to make changes to the code that also adapts to state requirements
- Over 200 state forms rapidly implemented
- 10 Bots deployed with an SLA of 48hrs

RESULTS:

- Skyrocketed process efficiency by reducing Average Handle Time from 12 min to 7 min
- ROI equaling 5 FTE savings
- Over \$2m in cost avoidance