

Case Study

Claims Management for US health insurance major



Customer

The customer is one of the largest mutual life insurance companies in the United States of America.

Business Challenge

The customer was under pressure to enhance member satisfaction and reduce cost per claim in processing and adjudication.

Mahindra Satyam's Solution

A workflow and imaging system implemented and integrated with customer's mailroom. Also implemented industry and operational best practices and tools to

enhance productivity and deliver consistent quality. Developed internal web based real time online tracking and monitoring tools to improve controls.

Benefits

- Achieved 30% increase in productivity via process improvements and innovations and 9% increase in claims auto adjudication via accurate claims processing
- Achieved 21% savings on TCV in claims processing and 9% savings on TCV in claims adjudication process.

At Mahindra Satyam BPO's Insurance practice, we offer a broad range of services that include End to End Claims Management, Policy Enrolment and Administration, Claims Enquiry & Verification of Benefit Call Center, Warranty Claims Management, New Business and Renewal Rating and Census, Dental and Vision Claims Management.

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