

## CASE STUDY



### Value Delivered

With the same number of processors and IT resources, the volume of incoming claims processed daily has increased fifteen fold, and processing time has been reduced by 94%.



The Verbella Automated Filing Solution is allowing us to not only automate our incoming mail process, but also skips another manual step by storing the document images and Metadata, eliminating a time consuming daily upload process into multiple systems."

VP, IT, Claims Processing Company

## Claims Processing Company Reduces Processing Time by 94%

### Industry

Insurance claims processing

### Company

The client is an emerging player in the claims processing Third Party Administrator (TPA) market, servicing a segment that processes in excess of 3,000,000 claims annually.

### Services Provided

Verbella provided its Automated Mailroom Solution based on Kofax software along with scanners from Fujitsu. As claim volumes increased, the client added an OPEX scanner to further minimize the processing time for incoming mail handling.

### Challenge

The volume of claims in the client's market segment has increased by 30% over the last six years. The client has been gaining market share within this space at even more rapid pace. As a result, its volume of claims has been doubling every six months. Typically, the claims management process requires a number of manual interventions and IT resources as a claim moves through the processing workflow. Manual intervention lends itself to inefficiencies. A single misfiled form out of the possible 60+ required for an individual claim can result in a denied or indefinitely delayed payout for their customers. Even with basic document capture, there was still multiple levels of sorting needed as the different documents needed to be routed to different repositories depending upon where they were in the process. Selecting which repository or workflow to route the scanned image and metadata created yet another manual step in the process by IT resources. In addition, the time spent manually determining if all required signatures and client information was on the incoming forms wasted even more staff hours.

## Claims Processing Company Reduces Processing Time by 94% (cont.)

### Solution

In order to improve the speed and accuracy rates of the ever-increasing volume of claims, the client recognized the need to further automate its processing workflow. Incorporating more touchless processing would also mean that staff could be maintained at its current levels with added capacity to process more as claim volumes grow.

The client turned to Verbella and its Automated Mailroom Solution because of Verbella's reputation for providing content management, workflow automation integration, and document capture solutions to businesses with data-intensive processes. Verbella's Automated Mailroom Solution was integrated into the client's Kofax image capture and process management software already in place. The Solution was designed to automatically separate the forms, classify them by form type, extract the required Metadata for each form type, then release a searchable pdf and the appropriate Metadata into a repository or kick off a workflow to a processing area (such as legal, or customer service if a required signature was missing).

### Result

The client's goal in implementing this solution was to give it the processing capacity to gain market share in a mature market. Automating more of the process with less manual intervention allowed the client to **reduce its processing time by 94%** and in turn provide benefits more quickly to its customers.

Historically, to decrease processing time, the client's competitors had to add more processors and IT resources. The client can now process **15 times more claims** on a daily basis without adding additional personnel.