

Case Study 2

Medical Claims Processing

The Business Problem

A U.S. based Business Process Outsourcing (BPO) company receives and processes over 5,000 claims per day for a large insurance company. Paper claims are received by this BPO and are manually data-entered into the insurance company's claims system. A staff of 50 data-entry operators is required to manually process these paper claims.

The Solution

Anju's Customer re-engineered its back office claim data entry services division through the implementation of an automated rules-based method for scanning and automated data entry processing of paper medical claims. Through the implementation of MedXLogic's powerful rules-based engine, workflow manager and advanced Optical character recognition software this BPO was able to increase its overall data entry efficiency by 100%.