ENABLING A LEADING HEALTHCARE PROVIDER TO ELEVATE CUSTOMER CENTRICITY THROUGH AUTOMATED ENROLLMENT

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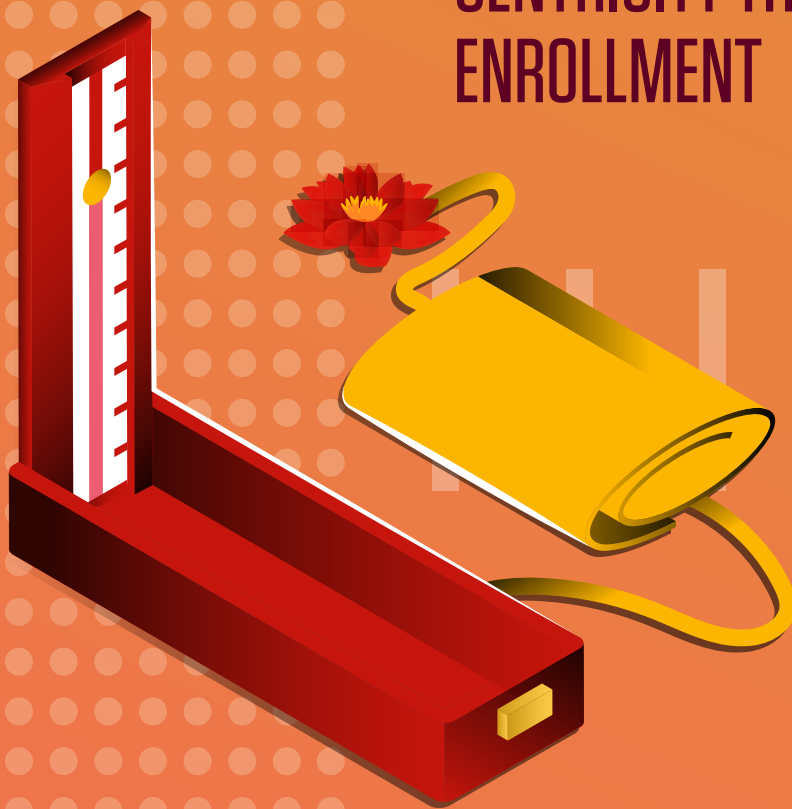
Our client, a regional non-profit health plan and a Blue, delivers top-notch and cost-effective healthcare services to the West Coast. With a considerable number of brokers and employer groups under their belt, the client was looking for ways to improve broker and employer group Net promoter Score (NPS) through simple, personalized interactions across channels.

Key Challenge

Cracking the Code

The manual group enrollment process of the client presented obstacles marked by fragmentation, increased reliance on paper-based forms, intricacy, and vulnerability to errors. As a consequence, a significant 20% of call volumes were attributed to addressing issues arising from errors within group setup and enrollment.

The Solution

Amplifying Speed and Accuracy

Infosys spearheaded the transformation of the client's enrollment process leveraging Vlocity, a pre-built Salesforce solution. The solution provided a responsive digital web experience, eradicating inconsistencies, and offering brokers and employer groups an efficient self-service experience.
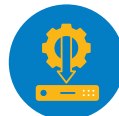
Elevating the Enrollment Experience

Eliminated Process Inefficiencies

Enhanced self-service and digital experience by removing process inconsistencies and errors, with 75% of functionalities delivered 'out of the box'

Initiated Automation

Enabled real-time connectivity with FACETS for straight-through automation

Retired Legacy Applications

Retired legacy applications such as Benefit Focus and e-Enrol

Benefits

Embracing Error-Free Enrollment

By collaborating with Infosys, the client automated their enrollment process to boost broker/employer self-service, and surpass key metrics:

- Automated 99% of transactions with **99.9% accuracy** for data and transactions

- **Saved 80% of administrative costs** by straight-through processing

- Increased **NPS by 25%**

By strategically collaborating with Infosys, the client attained heightened enrollment precision, established operations with a customer-centric focus, and experienced a notable elevation in NPS for both brokers and employer groups.
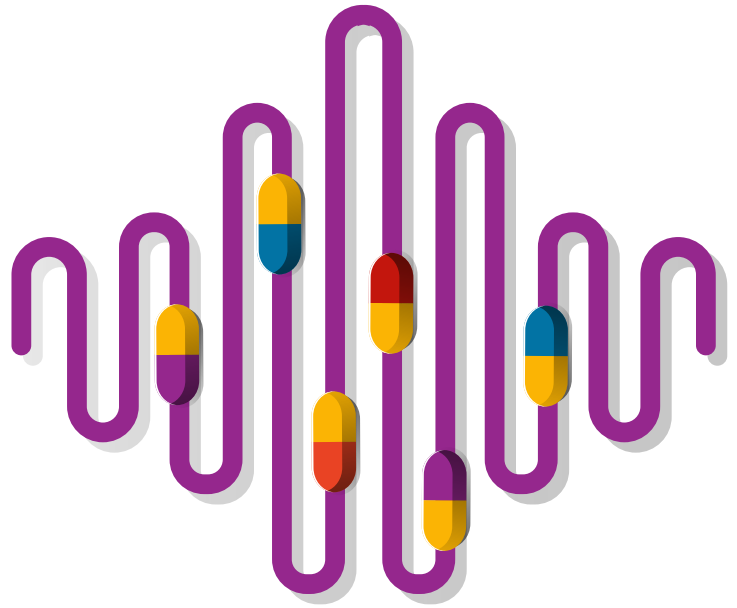
Infosys Healthcare Practice

Infosys empowers healthcare organizations to streamline intricate ecosystems, uniting processes, data and core systems. By forging seamless connections across the value chain, we pave the way for harmonized healthcare journeys that enhance connectivity between members and patients, fine-tune operational costs and orchestrate speed-to-market.

Learn more about how we enable organizations to amplify their possibilities and drive transformative growth.

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