



ATTAINING 99% CLAIMS PROCESSING ACCURACY FOR A HEALTH PLAN WITH A DIVERSE APPLICATION LANDSCAPE



Our client is an integrated health delivery system with a health plan covering over 560,000 members through a chain of 12 hospitals. Recently, they acquired two more health plans, adding 480,000 members and multiple core admin platforms, including multiple versions of QNXT.

Key Challenge

Compromised Migrated Data

Having acquired multiple plans, the client faced challenges from duplicate applications and disparate business processes and workflows, all of which needed to be unified. As a result, the client had to heavily rely on their Subject Matter Experts (SMEs) to tackle these challenges, pulling them away from their core business responsibilities.



The Solution

Towards Market-Readiness

As a User Acceptance Testing (UAT) partner, Infosys was engaged in business assurance projects involving QNXT upgrades, migrating QNXT to the customer's own private cloud on Azure, and migrating from the legacy platform to QNXT to ensure product readiness in real-world scenarios.

An Accurate Testing Approach



Layered Accuracy

Ensured accuracy through front-end configuration testing followed by claims comparison between versions or platforms



Comparative Testing

Claims in pre-production were compared against production, triaged for mismatches with business, and documented



Laying the Test Bed

Created a regression test bed for subsequent QNXT/project updates



Easy File Comparison

Leveraged proprietary comparators for files and claims, and open-source tools to compare source and target files

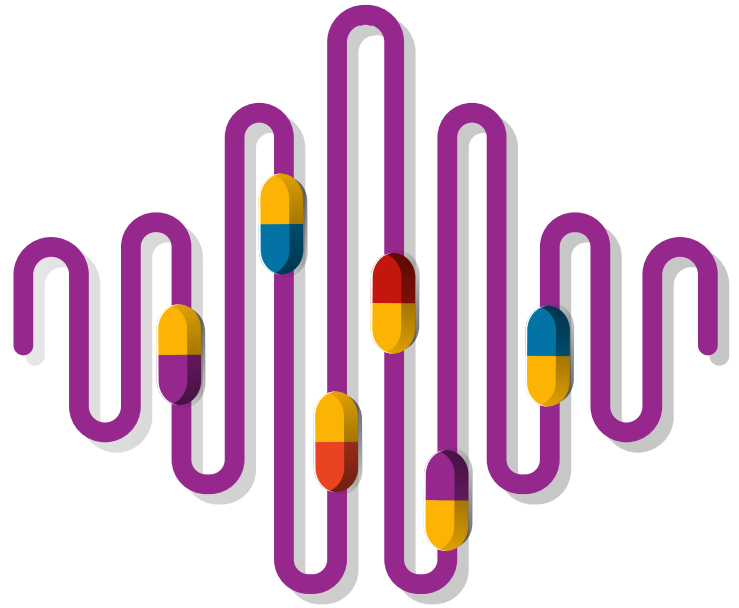
Benefits

Accelerated Precision at Lightning Speed

By partnering with Infosys, our client implemented an accurate UAT process that offered several benefits:

- **Quick Testing**
2x faster testing of eligibility and 3rd party vendor extracts
- **Improved Coverage**
80% higher coverage of claims scenario
- **Peak Accuracy**
99%+ claims processing accuracy and 92%+ financial accuracy after go-live
- **Quick Onboarding**
50% reduction in new resource onboarding time

Amid merging transformations, our client was able to navigate tumultuous changes with nearly 100% processing accuracy and ensure high customer satisfaction rates, charting the way to successful acquisitions ahead.



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.

www.infosys.com/healthcare



For more information, contact askus@infosys.com



© 2023 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.