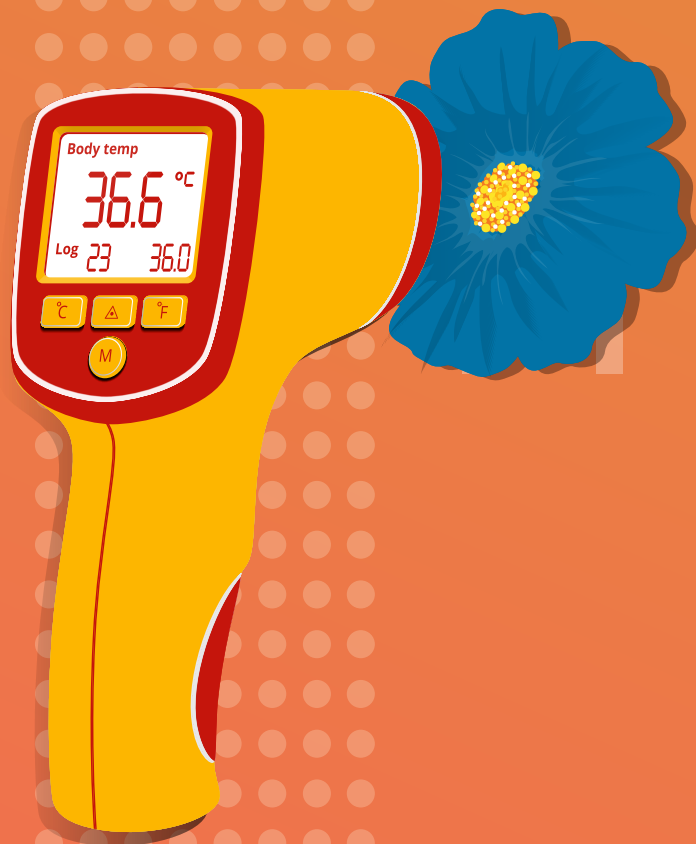


A HEALTHCARE FIRM'S JOURNEY
TOWARDS ACHIEVING 96%
PRECISION IN MONTHLY CLAIMS
RESERVE FORECASTS



Our client is a managed healthcare company that sells traditional and consumer-directed healthcare insurance and related services, such as medical, pharmaceutical, dental, behavioral health, long-term care, and disability plans.

Key Challenge

Overcoming Claim Overpayment and Fraud

Our client was facing several operational challenges, including identifying claim overpayments during adjudication for payment Integrity, detecting potential provider fraud early in the claim lifecycle for fraud detection, and improving the accuracy of monthly claim liability to avoid blocking additional funds for reserves.



The Solution

Big Data for Big Wins

The client teamed up with Infosys to implement big data and advanced analytics to address these challenges effectively and uncover operational efficiencies.

Pioneering Precision



Created Data Pipelines

Developed data pipelines to manage claims, overpayments, member, provider, and contract data for Payment Integrity



Overpayment Concepts for Efficiency

Created concepts for identifying overpayments, including retrospective terminated coverage and claims pre-certification



Feature Engineering Analytics

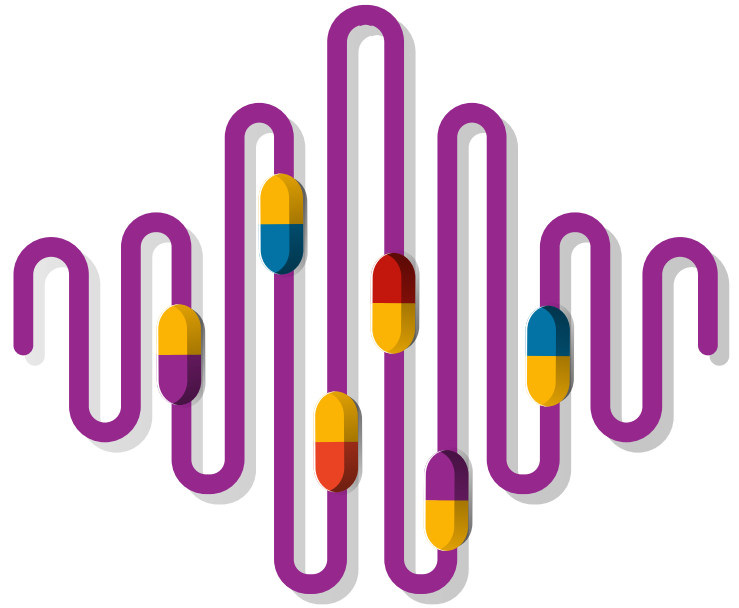
Conducted feature engineering for reserves and customer experience, involving data analysis, profiling and more

Benefits

A Data-Driven Triumph

The implementation of big data and advanced analytics, in partnership with Infosys, delivered significant benefits:

- **Accuracy Leap**
Achieved a **96% accuracy rate** in predicting monthly reserve requirements
- **Enhanced Fraud Detection**
Enhanced fraud detection, resulting in a **3X improvement**, while reducing costs
- **Substantial Savings**
Identified **\$11 million** worth of claim overpayments, leading to annual savings of \$5 million
- **Efficient Claims Processing**
Processed **50 claims per second** and detected 6,000 potential fraud cases during post-payment processing



By partnering with Infosys, the client effectively tackled operational issues, resulting in substantial enhancements in accuracy, fraud detection, and cost reduction.

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



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