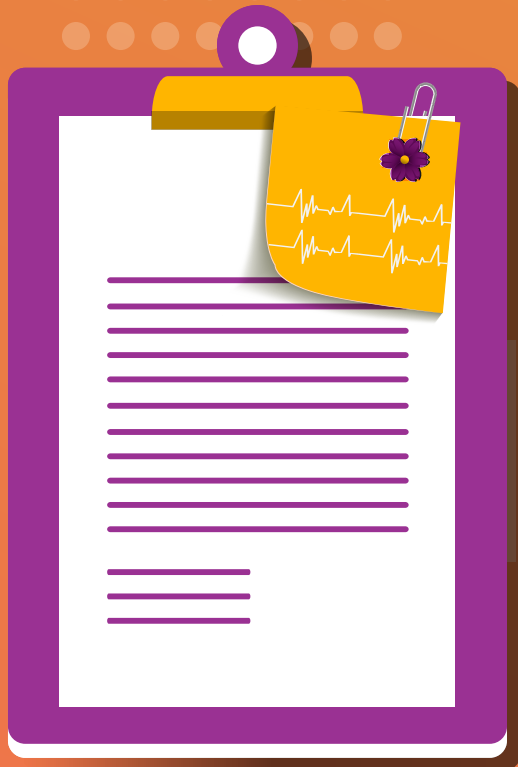




# RESOLVING GRIEVANCES AND APPEALS FOR A LEADING MANAGED HEALTHCARE COMPANY



Serving over 23 million members, our client is a leading managed healthcare company in the U.S., orchestrating comprehensive healthcare solutions, and prioritizing member well-being through innovative and personalized care management.

## Key Challenge

### Navigating the Maze of Membership Appeals

With their vast membership base, the client was grappling with an increasing influx of provider and member appeals. These appeals primarily stemmed from various sources, including adverse initial claim decisions rooted in medical necessity or experimental/investigational coverage criteria, denials for non-inpatient hospital services due to non-receipt of prior approval, adverse initial utilization review decisions, and claims from medicare non-participating providers.



## The Solution

### Reshaping Healthcare Appeal Handling

Our client turned to Infosys for a solution to handle 650,000 appeals annually. To bolster the workforce and streamline operations, Infosys implemented an innovative approach.

### A Strategy for Success



#### Efficient Talent Onboarding

Established delivery centers in cities rich in skilled talent, reducing the onboarding time from 12 weeks to just 8 weeks



#### Robotic Process Automation

Introduced proprietary RPA solution for validating the completeness of submitted appeals and automatically redirecting them to the appropriate case owners



#### Process Improvement

Utilized the Failure Mode and Effect Analysis approach to identify potential process failures and issued resolution letters in an alternate scenario

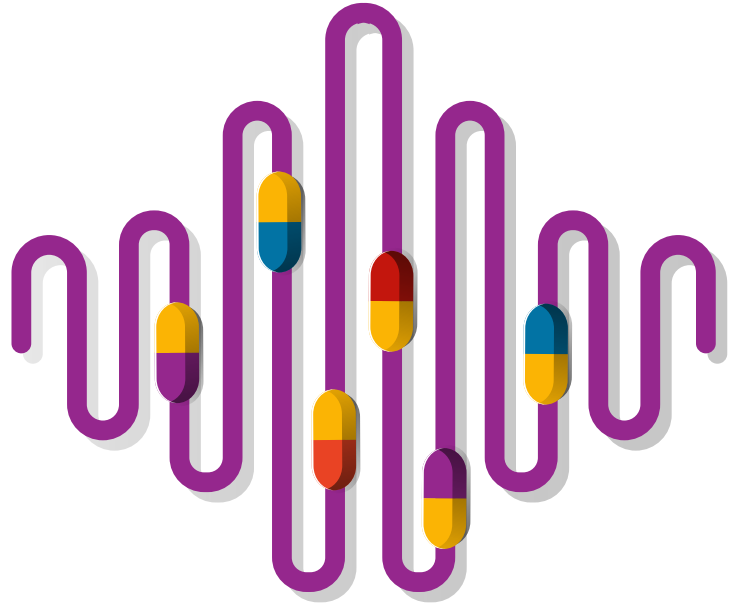
# Benefits

## The Impact of Innovation

Thanks to their partnership with Infosys, the client was able to achieve significant outcomes:

- **Agile Healthcare Operations**  
Streamlined processes resulting in **agile** and **responsive** operations
- **RPA-Driven Cost Savings**  
Significantly reduced operational costs by **\$4 million** through robotic process automation
- **Remarkable Turnaround Times (TAT)**  
Drastically improved appeal resolution times, ensuring faster member satisfaction going beyond the original 98% target:
  - > **99.33%** of new cases resolved within **7** business days
  - > **98.95%** of closed cases resolved within **60** business days
  - > **98.32%** of Subject Matter Expert (SME) returns addressed within **48 hours**

Through efficient talent management, process enhancements, and the implementation of RPA, Infosys not only reduced costs but also significantly improved the speed and accuracy of appeal resolution, ultimately benefiting both providers and members.



## 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](http://www.infosys.com/healthcare)



For more information, contact [askus@infosys.com](mailto:askus@infosys.com)



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