

# Enabling Operational Excellence with Ox.Ai Delivering Harmony in Healthcare



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# The Significance of Operational Excellence (Ox.Ai)

From enrollment and claims to audits and reporting, healthcare processes that should be seamless are often slowed by manual tasks, disconnected systems, and limited visibility. This frequently results in higher costs and delays that ripple across payers, providers, and members.

As consumer expectations rise and regulatory demands evolve, operational inefficiency impacts member satisfaction, compliance readiness, and financial health. Yet most organizations are still relying on outdated tools and labor-intensive workflows that can't scale with today's complexity.



Revenue leakage from fraudulent claims and overpayments



Manual enrollment and provider data intake driving up overhead



Penalties from late claim interest and delayed settlements



# Enabling Operational Excellence: The Infosys Approach

Modern operations require more than task automation. Infosys brings AI-enabled capabilities to streamline, detect, and optimize processes across the healthcare value chain. Our four-stage framework shifts organizations from quick fixes to intelligent, predictive operations:



## INGEST

Automate intake from static data and provider rosters, minimizing manual entry and accelerating process readiness



## AUTOMATE

Streamline repetitive processes like audits, scrub rules, and member enrollment through AI-powered automation



## DETECT

Leverage AI to flag mismatches in claims and authorizations, detect anomalies, and reduce late-claim interest penalties



## OPTIMIZE

Enable continuous improvement with real-time compliance dashboards (including HEDIS) and performance monitoring across operations

## Infosys Process-first AI Capabilities

At Infosys, AI isn't layered on top of existing systems, it's designed around the realities of healthcare operations. Our process-first approach ensures that every automation, insight, and workflow transformation directly addresses the operational challenges that matter most.



Delivering cognitive insights for accurate, real-time quote generation and pricing



Automating enrollments and contracts using validated member and provider data



Detecting and eliminating fraudulent claims and overpayments before adjudication



Transforming case management with AI-driven triage, routing, and next-best actions



Driving operational excellence in healthcare processes through native AI capabilities

# Built to Scale: The Six Capabilities of Operational Excellence

Healthcare operations demand a holistic strategy that addresses efficiency, accuracy, compliance, and cost. Infosys offers a comprehensive model to ensure AI adoption translates into measurable improvements.



## Data Intake Automation

Eliminates manual re-entry by capturing and validating data at source



## Operational Analytics & Insights

Delivers AI-driven evaluation of process gaps and cycle-time delays



## Manual Tasks Automation

Automates repetitive operational tasks using intelligent, predictive capabilities



## Intelligent Workflow Orchestration

Coordinates and automates workflows across operational processes



## Operational Monitoring & Control

Enables automated operational monitoring and command center setup



## Business Impact Analytics

Provides financial impact analysis to support informed business decisions



# From Principles to Practice: AI Tools Driving Operational Excellence

This solution provides the structure, but impact happens when strategy meets execution. Infosys' proprietary AI tools bring intelligence into every stage of the operations journey.



## Enrollment Intake Automation

Automates intake from static data sources, reducing manual entry and ensuring accuracy across workflows



## Provider Data Roster Automation & Data Quality Management

Maintains provider rosters through continuous validation and data quality checks



## Sales & Enrollment Automation – Scrub Rules

Cleans and validates member and provider data, streamlining enrollments and improving operational efficiency



## Claims Anomaly Detection & Fraud Management

Flags mismatches and potential fraudulent claims before they impact revenue, safeguarding financial performance



## Appeals & Grievances Processing Automation

Streamlines repetitive processing steps to improve turnaround time and accuracy



## Contact Center Services Automation

Handles routine service workflows to improve efficiency and response consistency



# Proven Outcomes: Turning Operations into Opportunity

From cutting costs to improving speed and accuracy, Infosys is helping healthcare clients reimagine operations with AI. These successes show what's possible when digital capability meets operational depth.



## Enrollment Automation for Member Enrollment and Billing

A health plan streamlined enrollment operations by automating data extraction and form processing, saving 1,000 person-hours annually, improving enrollment completion speed by 20%, and increasing data quality by 40% through automated enrollment workflows.



## Provider Data Quality Management

A payer improved provider data operations by implementing anomaly detection and automated match-and-merge logic, increasing operational efficiency by 30%, reducing claims processing turnaround time by 15%, and cutting data ingestion TATs by 30%.



## Claims Overpayment Detection and Recovery

An insurer strengthened claims management operations by deploying ML-based overpayment detection at adjudication, processing 50,000 claims every 15 minutes, identifying USD 11 million in overpayments, and delivering USD 5 million in net savings within one year.

# Strengthen Your Operations with Infosys

By automating intake, streamlining enrollments and contracts, eliminating claim inefficiencies, and transforming case management, this capability creates a foundation for operations that are both efficient and resilient.



### Accelerated Workflows

Automate intake, enrollments, and contracts to shorten cycle times and boost throughput



### Seamless Integration

Embed AI into existing systems and processes to minimize disruptions and scale efficiently



### Enhanced Accuracy

Validate member and provider data upfront to reduce errors and rework



### Improved Stakeholder Confidence

Provide traceable evidence, clear documentation, and real-time dashboards to build trust across teams



# Enable Operational Excellence, Powered by AI

This solution turns operational complexity into a competitive advantage. By combining domain expertise with AI-powered automation and analytics, Infosys helps organizations cut costs, boost efficiency, and deliver smarter, faster, more reliable healthcare operations.

**Connect with our experts to remove inefficiencies from processes.**



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

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