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e5 makes managing, automating and optimising your business operations fast and easy

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Focus . Human . Potential



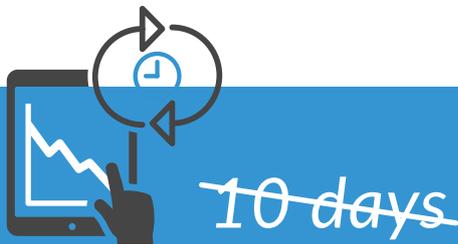
# Automated Health Claims

Making the case for automating claims workflow

# Situation

Our customer is an Australian private health insurer who wanted to enhance their service delivery processes to provide faster member reimbursements for a better member experience and reduced member churn.

Most extras claims made by a member are automated through EFTPOS processing solutions. In many circumstances health service providers are unable to process transactions electronically and the member submits a manual claim by completing a form or uploading a copy of the invoice/receipt via a mobile/web application. Medical gap claims are also made through physical forms by doctors, which require the insurer to process these through Medicare for payment processing.



On average this takes 10 days to process the claims due to complex forms and the differing data sets required to be captured against each extras modality and medical claim type. Claims team members spent most of their time validating, capturing, inputting and assessing claim information.

# Solution

The customer required a solution whereby their extras and medical gap claims could be automatically classified by the type of tax invoice and health care service that was provided and where possible automatically assessed. Any discrepancies are delivered to a staff member for rapid rectification and then the claim is dropped back into the automated processing.



This achieved:

- Improved data accuracy, leading to a reduction in over/under payments with Medicare.
- Faster payment cycles to members.
- Improved audit scrutiny over claims, by maintaining accurate processing information.

*Accurate and automated same day processing of medical gap and extras claims.*

# Outcome



By working closely with e5 Workflow, the customer has achieved automation and straight through processing of up to 85% of its medical gap claims and a minimum of 50% for extras claims. Where data is inaccurate or outstanding, our automated workflow process presents the claim via an exception portal for the claims team to complete, ensuring accuracy of claim data. This allows same-day processing and the minimal data entry for the claims team to complete a claim.

This solution has allowed the customer to create more than 30% additional capacity without increasing staff, which in turn has allowed claims team members to focus more attention on exceptions, completing these faster and with more accuracy. It has also unlocked more opportunity for personalised interaction with members leading to improved customer outcomes.

30% 	85% 	3x 
reduction in claims processing costs	intra day completion of standard claims	faster processing of all claims

Speak with an e5 representative today to find out more:

## Contact

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Workflow  
e5workflow.com

# About e5



With over 29 years experience, e5 Workflow is a trusted digital business platform and leader in digital operational automation, digital transaction management, workflow and document automation. Our platform and implementation scalability ensures that we deliver cost effective value to all our customers. Our technology independence, talented people, and extensive partner network, enable more than 50 private and public sector organisations to deliver improved customer service every day.