



Claims Processing

**Automate claims processing
and accelerate growth**

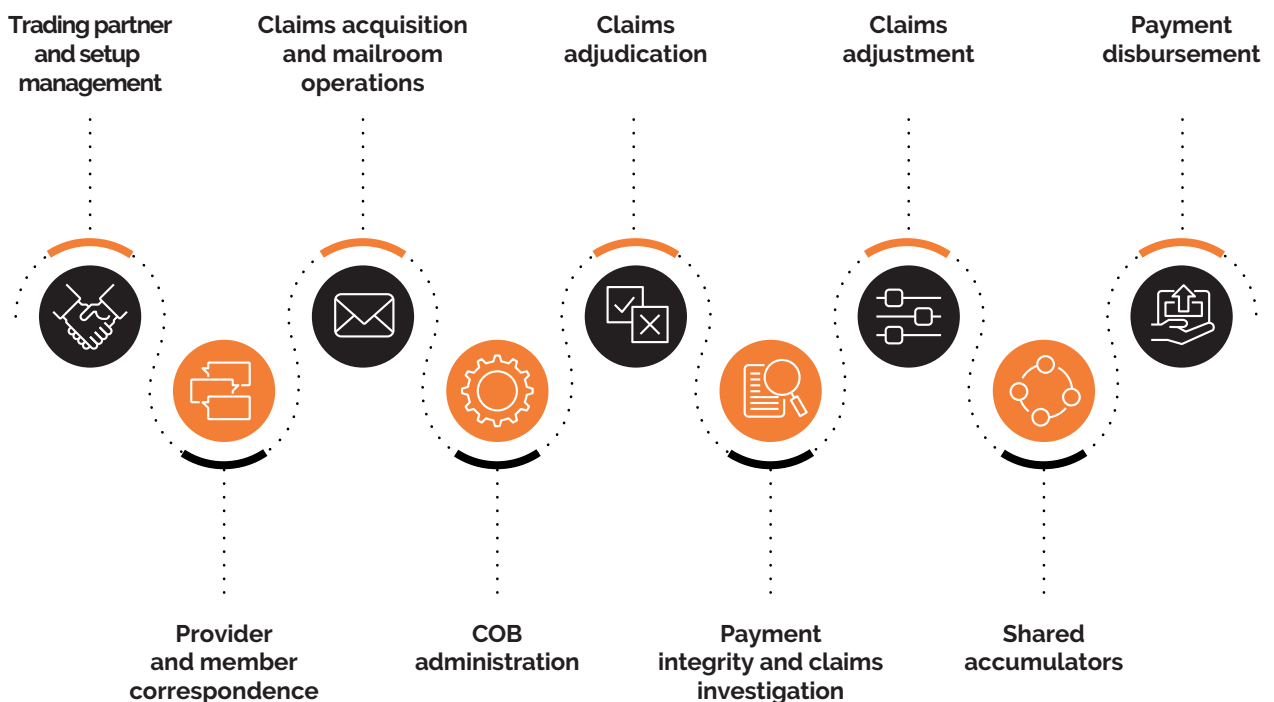
The cost and complexity of claims management is escalating. According to the **American Medical Association (AMA)**, claims processing inefficiencies cost the healthcare industry between **\$21 billion** and **\$210 billion** each year. Even a small percentage increase in processing errors causes a disproportionate cost impact.

Some of the typical challenges plaguing claims operations today include:



Lower costs by up 30% with a digital approach

Firstsource's proprietary workflow platform Sympraxis automates the claims operations process, boosting accuracy and efficiency and accelerating cycle time – ultimately delivering a better member experience. The digital-first solution auto-loads Provider data, auto-adjudicates and auto-audits claims, and automates member benefit coding – ensuring first-time-right processing. The offering is backed by over **2000** experienced claims examiners with comprehensive claims experience across multiple plan and claim types and platforms.



Stay ahead with Firstsource

99.8%

overall accuracy

100%

accuracy
in automating
First Pass Claims

Proactive
identification of over

74

error opportunities

100%

elimination
of errors



Solution highlights

- ▶ **Auto Provider Data Load solution** drives **80%** productivity improvement with **100%** accuracy and reduces average Total Asset Turnover (TAT) from 10 days to two days
- ▶ **Pre-Adjudication Engine** automates **30%** of the volume using enhanced business rules, Machine Learning algorithms and logic tables for auto claims adjudication
- ▶ **Virtual Auditor** is an Robotic Process Automation based tool that auto identifies erroneous claims by verifying over **74** different potential error opportunities in real time. It pinpoints claims with high propensity of errors rather than merely deploying manual labor to audit a wide range of claims. **The result: 100% accuracy and audit span improvement**
- ▶ **Case installation** automates member benefit configuration and audits along with **75%** automatic benefit loading, resulting in **100%** accuracy and **50%** productivity improvement
- ▶ **Interactive dashboards** available on the web and accessible via mobile devices for real time insights



Looking to streamline claims operations and elevate customer experience with a digital-first approach? **We can help**
Speak to our experts: [Click here](#)