RPA & BOTS

Helping Healthcare organization by reducing the manual error in the report handling through automation.

One of the primary challenges faced by healthcare organizations is managing and processing information spread across many internal and external sources, including clinical applications, lab information systems, third-party portals, insurance portals, radiology information systems, scheduling applications, ERPs, and HR applications. Integration across these systems is often complex, and most healthcare organizations still often rely upon humans to perform manual labor-intensive tasks to process information. Infinite's RPA solution has been an effective solution in performing repetitive tasks without any manual intervention within agreed upon SLA's and 100% accurate/ in-line with the expected results. These bots enable the early detection, alerts, notifications, workflow assignments, correction to the application users based on the incoming requests.

CUSTOMER

Largest managed care company in the United States, providing health insurance to individuals through government programs such as Medicaid and Medicare

INDUSTRY

Healthcare Payer

SERVICES & TECHNOLOGY

RPA, ChatBot- UiPath,Blue Prism and Automation Anywhere

GEO SUPPORT

United States

LINKEDIN

TWITTER

FACEBOOK

INSTAGRAM

Reduced Medical Cost by $10 M/Yr through improved quality.

PROCESSED OVER
1.2 MILLION TRANSACTIONS SINCE
NOVEMBER 2016

BUSINESS
Challenge

Massive efforts on monotonous, repetitive tasks that are coming from different sources.

Delay in TAT due to burnout, erroneous reports, manual reviews.

Typographical errors due to manual intervention on uploading the details.

Unable to accomplish the tasks in agreed-upon SLA.

Training cost for additional team members on repetitive tasks handling.

INFINITE
Solution

Screen Scraping – Extracting the details from web/incoming data source and perform necessary business functions as deemed.

Reconciliation – Enables automatic reviews for reports, claim details, adjustment details, paid/denied status .

Chatbots – Responses to the provider / member inquiry systems on claims, benefits, authorization, eligibility details.

Agents – System agents running in various instances responding to different incoming queue requests of validation and verification of data (benefits, liability, demographics, case management).

Backup and Archival – Agents running in the core modules lookup for a heartbeat, connectivity, capacity, vulnerability check and perform the necessary functions of backup/archival as deemed.

VALUE
Delivered

30 - 40% overall increase in productivity improvements and near 100% accuracy levels.

Significant reduction in backlogs and lower manual efforts by ~ 40 - 50%.

High levels of scalability and team rationalization by >20%.

Up to 90% reduction in average response time.

Rapid turn around time.

Reduced Medical Cost by $10M/yr through improved quality.

Processed over 1.2 million transactions since November 2016.

+ADVANTAGE INFINITE

With 10,000+ employees working at 20+ global locations, we at Infinite deliver a seamless digital transformation to our 165+ Fortune 500 customers. With over two decades of hands-on experience in cutting edge technologies and platforms, we have assisted our clientele from various industries, including Telecom, Hi-Tech, Healthcare, Media & Entertainment, BFSI, Retail, Public Sector, Travel and Transport, and Government; to optimize, modernize, and scale their technology landscape, which succeeded them to become the forerunners in the arena of technology unification and autonomy. Our core service offerings include Business Transformation, Digitalization, Application Development Management Services, Quality Engineering and Assurance, Product/Platform Engineering, and Infrastructure services.

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