



SUCCESS STORY HEALTHCARE

HEALTHCARE PAYER SAVES OVERPAYMENTS WORTH \$1.5M PER ANNUM

Apexon automates claim processing and adjudication



Customers expect almost-instantaneous resolution to claims. Manual claims processing, while maintaining optimum levels of accuracy, creates profitability pressures for payers, leading to unforeseen delays, higher litigations, overpayments, and unsatisfied customers.

For this Healthcare Payer, manually auditing claims failed to stem revenue leakage and slowed down resolution times. They were looking to automate and streamline claims processes to optimize the number of human touchpoints and make the process faster and more accurate.



THE RESULTS

KEY OUTCOMES



SAVE \$1.5M PER ANNUM IN COST AVOIDANCE DUE TO OVERPAYMENT



ACHIEVE 99.7% ACCURACY IN ADJUDICATION, REDUCING ERRORS BY 50%



EXPAND THE SCOPE OF AUDIT TO 100% CLAIMS, UP FROM 33% SAMPLED EARLIER



REDUCE MANUAL EFFORT BY 66%

THE CHALLENGE

3 KEY AREAS

Manually auditing claims to check for overpayments was leading to:



Post-claim Litigations

Failure to pre-empt overpayments, leading to post-claim litigations



Revenue Leakage

Significant revenue leakage due to high cost of auditing



Slow Claims Processing

Backlog pile-up due to slow claims processing

THE SOLUTION

4 KEY AREAS

Using a combination of RescueNet Billing, Payer Logic, and our proprietary automation frameworks, Apexon was able to:



360° Claim View

Integrate data from audit, call centers, recoveries, grievance and redressal, etc., for a 360° view of the claim



Predict Claims & Provide Documentation

Intelligently predict financially-erroneous claims and provide supporting documentation for overpayment



Automate & Optimize Processes

Automate sub-processes and optimize the adjudication process for human intervention



Integrate Management

Integrate provider data management and membership risk management



Apexon is a pure-play digital engineering services firm focused on helping companies accelerate their digital initiatives from strategy and planning through execution. We leverage deep technical expertise, Agile methodologies and data-driven intelligence to modernize systems of engagement and simplify human/tech interaction.

We deliver custom solutions that meet customers' technology needs wherever they are in their digital lifecycle. Backed by Goldman Sachs and Everstone Capital, Apexon works with both large enterprises and emerging innovators — putting digital to work to enable new products and business models, engage with customers in new ways, and create sustainable competitive differentiation.



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