

## Fortune 100 Health Carrier Turns to iEnergizer to Reduce Lead Times and Save Money

When one of the largest Fortune 100 health carriers in the United States found service metrics for processing and quality lagging, they needed a better solution. They also addressed ongoing inconsistencies in exception processing and charts recycling issues and wondered if they could both automate and increase quality targets.



### Objective • Increase Turnaround Times and Quality Levels

When they approached iEnergizer, this company needed a new partner who could:

- exhibit CMS related expertise with a proven record of regulatory compliance
- have the ability to process up to 1.2 million Medicare claims and other claims per month with high levels of accuracy
- hit service level agreements (SLAs) within 18 weeks
- add value to current processes

### Challenge • Decrease Lead Times Without Sacrificing Skill and Quality

Working with client teams over an 18 week period, iEnergizer developed a cost-effective workflow balance that included monitoring systems and matching as well as tiered, resource skill sets.

During the transition, iEnergizer teams collaborated with client teams using real-time reports to manage staff and share volume insights as they moved to swiftly implement center recruitment, IT infrastructure and web training.

### Result • Target Metrics Surpassed Expectations

In addition to the added value of process improvements that will reap annual share increases, this company realized:

- a 12 hour reduction in lead time turnaround (for pre-adjudication processes)
- quality service levels beyond SLA benchmarks
- dynamic and interactive hour-by-hour visibility over exceptions processing, leading to a significant reduction in recycled claims
- noticeable and significant cost-savings

With its new, streamlined processes, this client recognizes iEnergizer's unique ability and commitment to offer both value and top-tier quality service.