

## Healthcare Claims Processing Company Turns to iEnergizer for Speed, Value, Accuracy and Compliance

When a Fortune 100 healthcare claims processing company found they weren't hitting service metrics, such as 24-hour end-to-end query resolutions, and were incurring high per-transaction costs due to manually-intensive processes, they knew they needed a solution. They also addressed ongoing claims recycling issues which further added to service delays, and wondered if they could both automate and increase quality targets.



### Objective • Process Volume Accurately at Reasonable Cost

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

- exhibit healthcare processing expertise in Indexing, Data Capture, and Query Resolution with a proven record of regulatory compliance
- have the ability to process up to 50,000 claims and 20,000 query resolutions per day with 99.6% accuracy
- meet an abbreviated ramp-up requirement (2 months) for seamless transition
- hit service level agreements within the ramp-up timeframe
- add value to current processes

### Challenge • Streamline Expensive Manual Processes

Working with client teams, iEnergizer developed a processing solution that combined highly-skilled personnel with user-friendly technology to achieve a 24-hour turnaround time (TAT) from Day One.

Throughout the short 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 Quality Metrics Surpassed Expectations

In addition to Day One TAT targets, this client has:

- achieved quality target metrics by Week 2 (currently 99.93%)
- surpassed query resolution (DDC) turnaround times (0.5 DROH to 0.6 SLA)
- surpassed quality performance SLAs (99% to SLA 98%)
- decreased keystrokes per claim from 185 to 85, costing significantly less per transaction

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