

International Health Insurer

Pre-authorisation of treatment automation

Challenge

The client's existing process for pre-authorisation of treatment was a manual, multi-step process. The admin team would request specific information to pass over to an independent expert panel. Decision rules were in place, however there was a heavy reliance on manual checking.

With referral volumes increasing, customers were experiencing delays in decisions and the existing processes required additional resources to support increasing workloads.

Solution

psKINETIC utilised Appian to deploy a digital workflow and case management solution.

The solution delivered key features to transform the business process:

- Single web portal where a case is managed by all stakeholders – administrators, operations management and the expert panel.
- Treatment specific algorithms and rules.
- Automated workflow to drive the process.
- Audit trail of activities performed on all cases to meet compliance requirements.

Outcome

The solution was live within 3 months with the following benefits:

- 60% reduction in admin time needed to support a case through the authorisation process.
- 50% reduction in response time improving customer experience.
- Controlled and consistent process.

psKINETIC is a leading provider of Intelligent Automation Solutions for Financial Services.

Our focus is on delivering outcomes and financial return for clients at pace. We don't believe in 'just rip out and replace' – it is too risky and too costly – with our Intelligent Glue we help clients connect and enhance existing systems and processes. Our experienced professionals master a range of automation technologies and we support customers through the full cycle of Design, Build, Run & Optimise.

For more information, visit www.pskineti.com