CLAIMS ADJUSTMENTS WITH PEGA ROBOTIC AUTOMATION

A PEGA® ROBOTIC AUTOMATION CASE STUDY*

Business Challenges

- Streamline business processes for claim processors without code modifications
- Integrate multiple legacy applications on each claim processor's desktop
- Build an application bar to automate routine tasks required to settle appeals

Results

- Increased claims automation
- Increased settlement quality
- Reduction in processing labor and costs
- Reduced claim processing expenses

KEY WIN

Robotic automation allows four claim processors to do the work originally intended for 30 to 35, saving over $1.5 million annually in administrative expenses.

CLIENT

This healthcare payer is part of one of the largest insurance companies in the southeastern United States. The company processes claims for Medicare.

SUMMARY

This payer, like so many other health insurance companies, was burdened with complex procedures built around fragile, aging legacy systems. The cost of modifying the core systems was prohibitive and it lacked the industry resources to build a new appeals system. By implementing robotic automation, it was able to rapidly build and deploy process automation solutions, without modifying any of its current systems. The robotic automations were designed and built to emulate the exact processes followed by claim examiners, providing a positive ROI in the first year of implementation.

*Formerly an OpenSpan Case Study

Vision: Faster Results for A Better Customer Experience.

The payer used Pega® Robotic Automation* capabilities to expedite several key claim adjustment workflows, eliminating many user process steps. With the Pega agile development model, the customer was able to roll out the initial process improvements rapidly for near-immediate ROI. And over an 18-month span it has continued to implement improvements that further automate their claims processes. This enables the customer to process more appeals faster and with fewer resources, while leveraging their current applications.

Integrate Applications that Span Across the Platform

Pega® Robotic Automation is used to integrate multiple disparate applications, several of which lacked APIs or commonly accessible integration means, including two custom-built client-server systems, a mainframe legacy application and a government website.

Customized Robotic Automation

In addition to the process automations the customer has implemented, the payer used Pega® Robotic Automation to build a desktop toolbar for the claim processors' desktops that allows it to monitor system processes and only intervene in instances of downtime, errors, or unexpected results.

Outcome: Simplified Procedures and Increased Anual Revenue

Pega® Robotic Automation resolves a high percentage of claims with no human intervention necessary. Removing the complex manual procedures eliminated the majority of processing mistakes. Pega® Robotic Automation allows four claim processors to do the work originally intended for 30 to 35, saving over $1.5 million annually in administrative expenses.

ABOUT PEGA

Pegasystems Inc. (NASDAQ: PEGA) develops strategic applications for marketing, sales, service, and operations. Pega's applications streamline critical business operations, connect enterprises to their customers seamlessly in real-time across channels, and adapt to meet rapidly changing requirements. Pega's Global 3000 customers include many of the world's most sophisticated and successful enterprises. Pega's applications, available in the cloud or on-premises, are built on its unified Pega® 7 Platform, which uses visual tools to easily extend and change applications to meet clients' strategic business needs. Pega's clients report that Pega® software gives them the fastest time to value, extremely rapid deployment, efficient re-use, and global scale. For more information, please visit us at www.pega.com.

*Formerly OpenSpan robotic automation

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