DATAMATICS®
Data to Intelligence

HEALTH
INSURANCE
CLAIMS
PROCESSING

BUSINESS OVERVIEW

Global competition & stricter compliance norms in the healthcare & insurance sectors are driving health insurance providers to:
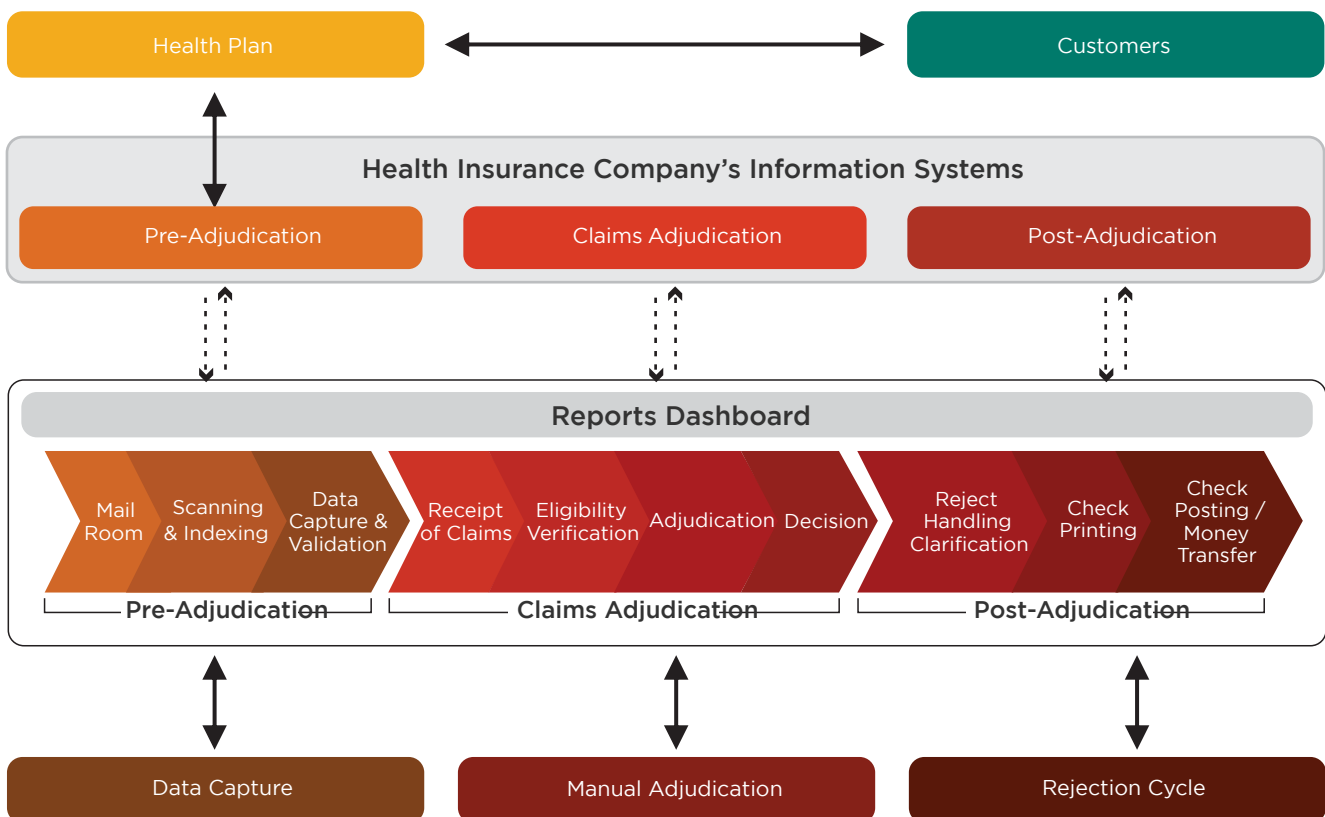
- reduce costs of claims processing
- improve claim status visibility to customers & examiners
- improve responsiveness & quality of service
- maintain vigilance against fraudulent claims
- ensure compliance with regulations

Intelligent use of technology can help health insurance providers address their cost, quality, speed & risk management concerns effectively, while also enhancing their customer insight.

DATAMATICS' NEXT–GENERATION SOLUTION

— Configurable intelligent workflow for high speed & accuracy

— Dashboards, email & mobile alerts for visibility & control

— Intelligent information mining & analytics for better customer insights

— Smart technology for automatic conversion of EDI 837 data to HCFA & UB formats

— Seamless validation & integration with existing systems

DATAMATICS' HEALTH INSURANCE CLAIMS PROCESS

| Health Plan | ⟷ | Customers |

Health Insurance Company's Information Systems

| Pre-Adjudication | Claims Adjudication | Post-Adjudication |

Reports Dashboard

| Mail Room | Scanning & Indexing | Data Capture & Validation | Receipt of Claims | Eligibility Verification | Adjudication | Decision | Reject Handling Clarification | Check Printing | Check Posting / Money Transfer |

Pre-Adjudication — Claims Adjudication — Post-Adjudication

| Data Capture | Manual Adjudication | Rejection Cycle |

DATAMATICS' OFFERINGS

Consulting Solutions	▪ Process optimization ▪ Global benchmarks & best practices alignment
Managed Services	▪ End-to-end HCFA, UB, TPL & worker s compensation claims processing with automated workflow ▪ Pre-Adjudication: mailroom, scanning, data capture, validations, ANSI ASC X12 standard output, & claims data & image hosting ▪ Adjudication: eligibility verification, adjudication & validation (CPT & ICD-10 codes) ▪ Post-Adjudication: rejected & pending claims, check printing, payment posting & reconciliation
Technology Platforms	▪ Smart document processing platform ▪ Web-based claims tracking & monitoring system ▪ SaaS-based document hosting & archival system

DATAMATICS' ADVANTAGE

- Domain expertise & track record of processing over 6 million claims annually
- Experience of working with some of the largest global insurance companies
- Integrated technology & process management for low cost, high speed & accuracy
- End-to-end capabilities from pre-adjudication to post-adjudication services
- Next-generation technology for capture, processing, reporting and email & mobile alerts
- Complete & ready compliance with ICD-10 codes & HIPAA

SUCCESS STORY

A large American health insurance provider was struggling with low (55-60%) adjudication rates, high costs & slow processing with manual claims processing. This affected margins, customer satisfaction levels & compliance status adversely.

Datamatics automated the client's health insurance claims processing, with automatic output data conversion to EDI. Mailroom & scanning operations continue to remain at client location, while images are securely transferred to Datamatics' delivery facility via FTP. Images & data are hosted securely using i-DART (Datamatics' intelligent document archival, retrieval & tracking solution).

Datamatics' smart workflow enables automated processing of these images, intelligent validations against business rules, master database tables & output conversion into EDI 837.

Datamatics' intelligent solution has led to lower cycle times (from 10 days to 2 days) & improved auto-adjudication rates (from 55% to 90%), with more than 99.5% data accuracy at character level.

ASSOCIATED SERVICES

▪ Document Life Cycle Management
▪ Business Intelligence & Data Warehousing
▪ Enterprise Content Management
▪ Workflow & BPM
▪ Payables Processing

▪ Intelligent Portals & Dashboards
▪ Billing & Statement Generation
▪ Unified Information Presentment

KEY AWARDS & RECOGNITIONS

2019

2019 IBM Asia Pacific Excellence Award for Top Transformation Business Partner

Rail Analysis India Awards 2019 for Automated Fare Collection technology

CIO Choice 2019 Recognition for Robotic Process Automation

2018

Best Cognitive Technology Provider by Computer Society of India

7th Global Economic Summit 2018 – Services Category

NASSCOM Analytics Challenge 2018 – Fraud Detection Solution

ABOUT DATAMATICS

Datamatics is a technology company that builds intelligent solutions for data-driven enterprises to improve their productivity and customer experience.

The company portfolio spans across Information Technology Services, Business Process Management, Engineering Services and Big Data & Analytics, which are powered by Artificial Intelligence.

Datamatics also has established products in Robotics

Process Automation, Advanced Analytics, Business Intelligence and Automated Fare Collection. Datamatics services over 450 clients across diverse verticals including Banking & Financial Services, Insurance, Manufacturing, Transport, Travel & Hospitality, Media & Publishing, Retail, and e-Commerce. Headquartered in Mumbai, the company has strong presence in the USA, Australia, Asia, Europe, and the Middle East with global employee strength of 10,000+.

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