

Case Study

Case Study on Claims Processing in USA

Brief about the study

The study was to understand the healthcare processing of the forms and the rules governing the forms processing.

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The Client:

The client is a premium health care data processing centre who works for various healthcare companies.

The Challenge

On-time deliveries was the major challenge

Creating a CRM with maximum possible automations

Understanding the diagnosed codes used and sending an output with error free codes

The Project

The project was to data capture from Images scanned and uploaded to the ftp site. Downloading the images and segregation into various types of forms and importing into various CRMs software's. Designing the software CRM was major challenge considering the data security factor of the forms. The CRM is designed that no staff working on it had the complete form information visible to them. Allocating trained resources and continuously monitoring the productivity helped in achieving the time schedules defined. After process activity of data capture and the quality checks are completed, the output is compiled and then running through a final round of special checks the output is then sent to the client.



The Result

The analysis helped us to understand

- Service quality requirements
- In-depth knowledge of health industry in USA
- On-time deliveries
- Understanding the medical diagnosis codes
- Forms processing methodologies
- Critical issues in the processing

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