

EMPOWERING CLAIMS PROCESSING WITH A NEW USER EXPERIENCE

APPLICATION MODERNIZATION



COST SAVINGS

Web-based application leverages existing technology investments



MODERNIZATION

Automates the claims management process and adds new functionality



EFFICIENCY

Employees are up to 25% more efficient



EASE OF USE

New hire training time reduced from 9 to 3 months

Revitalizing an Out-of-Date Application

The Company provides and administers healthcare benefit plans that serve a variety of US market segments.

The Company's business unit responsible for healthcare claims processing was burdened by a largely manual adjudication process. It relied on a mainframe-based green screen application that had been in use for more than 20 years.

In the insurance industry, managing claims using web-based interfaces is the standard. The Company's aged green screen technology creates substantial difficulties in finding and hiring claims examiners. Few prospective employees possess the skills necessary to use the out-of-date tools that support the Company's adjudication process.

It takes as long as nine months to fully train new claims examiners in the use of the green screen application, and the challenges involved in using it for day-to-day processing lead to a high employee attrition rate.

Leveraging Investments at Low Cost

The Company engaged Prolifics regarding an update to its green screen application. The long lifespan of the application created significant complexity, and due to this, a complete rewrite would be prohibitively expensive.

Instead, the Company considered an alternative option: Rocket LegaSuite, a leading application modernization tool. This would allow Prolifics to leverage the Company's existing investments in its green screen technology while putting a new web interface into place on top of the current application.

The solution presents a simplified web interface, automates key parts of the claims management process, and adds functionality that was not previously available via the green screen application.

Rocket LegaSuite allows Prolifics to leverage the Company's existing investments in its green screen technology while putting a new web interface into place on top of the current application.

About the Company

- ▶ Provides and administrates healthcare benefit plans in the US
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Business Challenges

- ▶ Saddled with a largely manual claims adjudication process and reliance on a mainframe-based green screen application more than 20 years old
 - ▶ Aging green screen technology made it difficult and time-consuming to find, train, and retain claims examiners with the skills necessary to use it
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Solution

- ▶ Application modernization leverages existing investments in the green screen technology while putting a new web interface into place on top of the current application
 - ▶ Creates a simplified web interface, automates key parts of the claims management process, and adds functionality that was not previously available via the green screen application
 - ▶ The solution is expected to speed claims processing by up to 40% and reduce new hire training times by 80%
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Better Business With a Web-Based Application

Some of the new features the updated application offers include:

- ▶ **Screen aggregation.** Where examiners were once limited by a green screen that was only 80 characters wide, they can now combine multiple green screens via a single interface, gaining visibility into several pieces of the claims management process at once to speed the process. Examiners can skip steps entirely if they are irrelevant to the claim in question.
- ▶ **Web-enabled functionality.** The web interface integrates in-line help, explanations of commands, and other quality of life features that improve the usability and approachability of the system.
- ▶ **Reference data.** Key data is aggregated into a single view and presented side-by-side with consolidated claims management screens.
- ▶ **Search capabilities.** Search tools eliminates manual searches within spreadsheets to find claims, diagnosis codes, examiners, and more.
- ▶ **Claims assignment.** Newly implemented dashboards help the organization prioritize contracts and claims. Where the claims assignment process was once based on manual emails and spreadsheets, tasks can now be easily allocated, and supervisors can freely communicate with examiners via internal messaging capabilities.
- ▶ **Audit history logging.** Previously, the Company lacked comprehensive audit logging features. The updated application captures a complete audit history of the claims process.
- ▶ **Future expansion.** Built-in frameworks designed specifically for the project give the Company the ability to extend the implementation in the future, adding new commands and other functionality.

Achieving Success On Time and Under Budget

The project is implemented in three iterations, with quality assurance and user acceptance testing executed early in the process. This approach enabled Prolifics' experts to identify issues and fix them in the next iteration. This greatly improves the quality of the final result, which Prolifics delivered on time and under budget.

The modernization of the Company's mainframe-based green screen application will improve the overall user experience. Employee efficiency increases are estimated to speed claims processing by as much as 40%. The time required to train newly onboarded claims examiners in the easier-to-use web interface is projected to be reduced by over 80%, down to as little as 45 days. The solution is expected to deliver over \$2 million in business and IT efficiencies over the next three and a half years.

ABOUT PROLIFICS

Prolifics creates a competitive advantage for organizations around the world by implementing customized, end-to-end IT solutions that achieve business success, leveraging leading technologies in a global delivery model. For more than 40 years, the company's technology expertise, industry-specific insights and certified technology accelerators have transformed organizations around the world by solving complex IT challenges. For more information, visit www.prolifics.com.



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