BPO Claims Processing Leveraging Parascript AI Software

CASE STUDY

BPO CLAIMS PROCESSING

An established Business Process Outsourcer (BPO) founded over forty years ago, this Inc. 5000 company has widely expanded its service offerings, staff and facilities. Today, it is one of America's fastest growing privately held companies.

CHALLENGE

Record successes in offering competitive medical claims processing made it necessary for the BPO to examine its high manual data entry costs associated with low-quality black/white images, and revisit the effectiveness of its existing capture platform.

SOLUTION RESULTS

Parascript technology solution reduced labor-intensive tasks by 50 percent, saving the client $1.2M US each year, which allowed the BPO to pass on some of these savings to their insurance customers.

TASK

The BPO required technology that could handle high volumes of black/white faxed and printed claims, which had no automation due to the variances in scaling and image quality. In addition, the BPO needed high quality data extraction because it had such stringent field-level requirements for accuracy.

APPROACH

After reviewing the BPO's document samples, data entry results, and accuracy requirements, Parascript was invited onsite by the BPO to fully assess document preparation and data entry workflows.

RESULTS

Parascript implemented its advanced image processing technology that enabled automated processing of over 80 percent of black-and-white images. Using Parascript technology, the BPO transitions from manual data entry and review to a fully automated process with all of the necessary business validation logic to automate claims adjudication.

BENEFITS

The Parascript technology solution reduced labor-intensive tasks by 50 percent, saving the client $1.2M US each year. Parascript also found that manual data accuracy estimates were lower than expected while the automated solution provided more-reliable, statistically-measured accuracy over manual data entry.

BENEFITS

$1.2M
Annual Savings in US Dollars

2.5M
Pages Automatically Processed Each Year

50%
Labor Cost Savings per Year

85%
Automation Achieved of Claims Processing