DIGITAL MAILROOM AUTOMATION AT SCALE

CASE STUDY

Classifying millions of incoming claims across hundreds of categories

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INTRO

The client is a **massive business process management company** with its operations in U.S., U.K., India and Philippines.

They offer solutions for banking and financial services, customer services and **healthcare operations** to their clients including **Fortune 500 companies**.

PROBLEM

One of the largest **American Health Insurance** companies receives a large volume of claim applications in varying formats from a wide range of channels. They approached our client to build process automation for classifying their claim applications.

Classifying and extracting data from nearly **50,000 claim communications** each day was slow and expensive. Manual handling of these claims was taking up a lot of people time and leading to errors that were costing **millions in penalties.**

PAIN POINTS

- Scanned images each comprised of 30+ claims were received through multiple interaction channels. These needed to be sorted across **200+ claim categories**.

- The task of claim classification demanded in-depth reading and understanding of claims. Prior automation efforts lacking **contextual awareness** failed miserably.

- Manual sorting by **1000+ people** was not scalable. More volume meant more people, leading to more errors and inefficiencies.

- Outsourcing highly sensitive individual health record data for automation was causing **legal difficulties**.

Goals

- Build a highly secure digital mailroom, which is more accurate and less expensive.

- Standardize and scale claim sorting through automation to reduce manual effort.
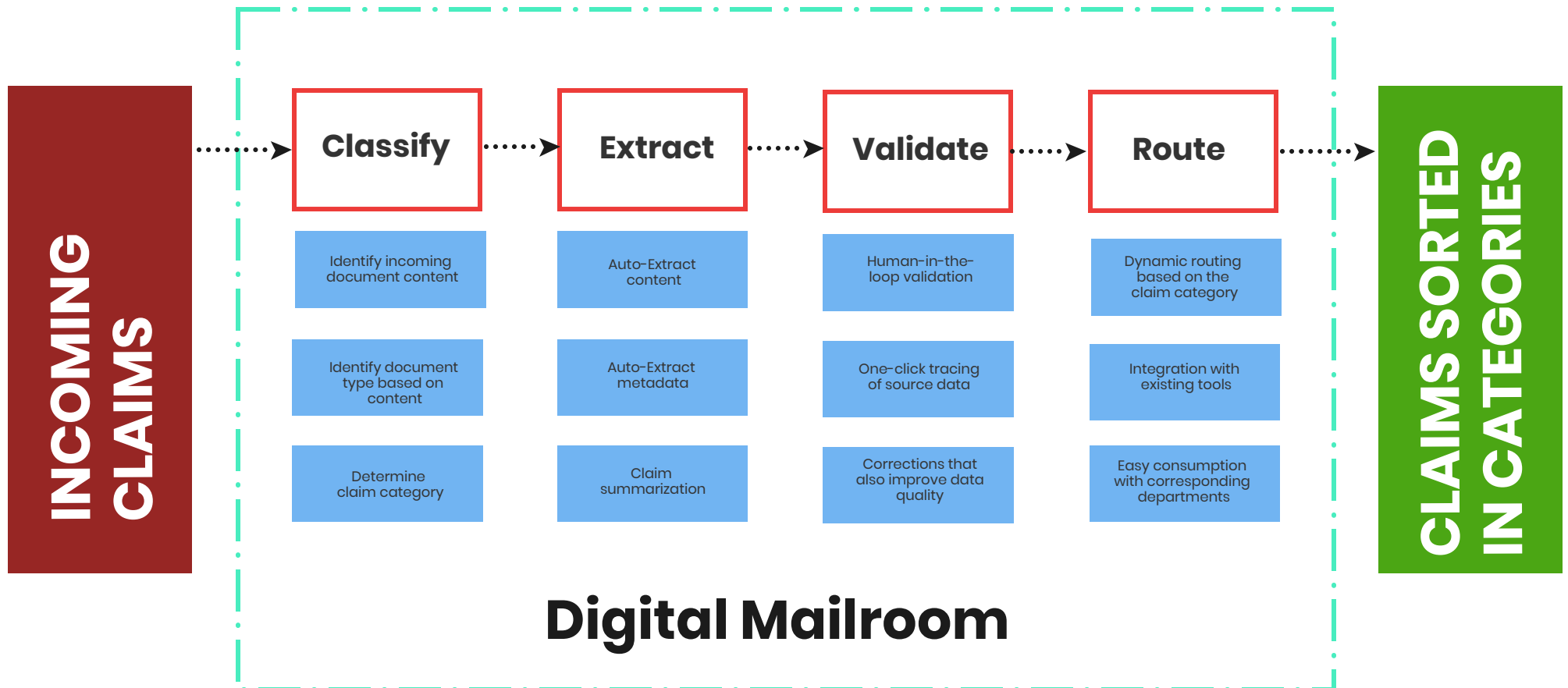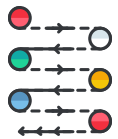
Botminds Solution
Approach

A point solution addressing exact scenario developed and **deployed on-premise** to address data sensitivity and volume needs.

End-to-end platform with automatic document ingestion, claim type identification, datapoint extraction and claim grouping.

Continuous data quality improvements with our **human-in-the-loop** solution based on validation and corrections done by a reduced workforce.

Process Workflow

Digital mailroom workflow
for classifying & extracting claims

INCOMING CLAIMS

Classify

Identify incoming document content

Identify document type based on content

Determine claim category

Extract

Auto-Extract content

Auto-Extract metadata

Claim summarization

Validate

Human-in-the-loop validation

One-click tracing of source data

Corrections that also improve data quality

Route

Dynamic routing based on the claim category

Integration with existing tools

Easy consumption with corresponding departments

Digital Mailroom

CLAIMS SORTED IN CATEGORIES

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Impactful Results

Optimized **document retrieval pipeline** with automated individual workflows to support more volume with a reduced workforce.

Automation with **contextual awareness** to handle claim extraction and classification with high quality.

Complete traceability of all extracted information to source data across the plethora of input channels.

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Key
Metrics

Scalable platform to support higher document volume and more categories.

Before Botminds

3 years of failed in-house automation efforts

Large number of hours spent processing claims manually

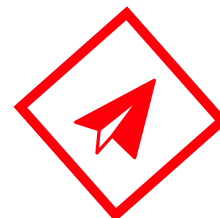**50,000+** claim related documents handled everyday

After Botminds

Complete solution roll-out in **3 months**

40% reduction in turn around time

75,000+ claim related documents handled everyday

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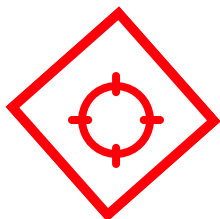
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Make your mailroom process smarter and more scalable

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