

# Healthcare Claims Processing

HOV Services Helps Leading Health Plan Provider Process Claims

## Challenge

A leading health plan provider employed an existing claims processing system that became overtaxed from handling more than 8,000 claims per day. The strain on the current system adversely affected turnaround times and accuracy rates. The provider spent an average of six days processing a claim, with an accuracy rate of only 95%. In order to continue to surpass their customer's quality and privacy expectations, they realized a new solution was needed, but were unable to identify areas where quality and accuracy could be improved.

## HOV Solution

HOV was one of five vendors selected to propose a solution that would increase efficiency, reduce turnaround times, and ultimately, minimize cost expenditures. The health plan provider agreed to allow HOV to survey and validate the existing process, and then devise a comprehensive business process improvement plan.

HOV's solution centered on gaining the health plan providers approval to move the PO Box that received inbound claims from Virginia to Michigan. Moving the box to a HOV facility enabled the health plan provider to utilize existing HOV operations, and eliminate the loss of time resulting from receiving mail in Virginia and rerouting it to Michigan.

The next phase of the solution involved establishing a mailroom management process, preparing documents, scanning, indexing, and data capture. HOV's offshore office in Chennai, India administers the data capture process. Each day, HOV sends data and images via satellite to our facility in India. Once the double key data capture process is completed, the files are sent back to the health plan provider, and the files are readily available to be uploaded into their payment system.

## Benefits

The health plan provider was impressed with the comprehensive scope of our solution and they selected HOV to handle their entire claims processing operation. After HOV completed the implementation phase, the health plan provider enjoys accuracy rates greater than 99.8%. The turnaround time has been reduced from six days to between 24 to 48 hours, with the providers receiving 80% of the data in the first 24 hours, and the remaining 20% arrives the following day. Our solution showcased a 40% reduction in processing costs by tapping into HOV's offshore disaster recovery services in China.



A leading health plan provider enjoys claims processing accuracy rates greater than 99.8% and a reduction in turnaround from 6 days to less than 48 hours by utilizing BPO services from HOV.

### Industry

- Healthcare

### Solution

- Claims Processing