



*Settles over 270,000
claims with an 80%
boost in efficiency*

Public Sector Insurance Provider Transforms its Claims Journey with Newgen

Overview

The India-based firm was established in 2013 after a joint venture among five public-sector non-life insurance companies. Operating as a third-party administrator (TPA), the customer is committed to the efficient processing of cashless and reimbursement-based claims for its members.



The Customer's Pain Points

With manual data entry and audits, the customer struggled with inefficiencies and delays in claims processes and customer service.



The challenges included:

Slow claims processing:

The processing and approving of claims took a long time due to the involvement of several stakeholders and information siloes

High error rate: Frequent errors in claim adjudication and data entry led to incorrect claim decisions

Inefficient communication: Delays in communication between the TPA, insurers, and policyholders resulted in frustration among all involved parties

Poor data integration: Integrating claims data with other systems and databases was a major struggle

Customer service challenges:

Inadequate support channels led to slow response to policyholder inquiries and poor customer experience

Paper-based processes:

Reliance on manual processes resulted in extensive human intervention for data entry

TPA card tracking issues:

The lack of the tools in the current system for TPA cards led to mismanagement in tracking card status and missed follow-ups



Regular Industry Approach

The main objective of TPAs in the health insurance sector is to ensure the user journey is connected, coordinated, and secure. To move past manual handling, TPAs need robust platforms that can revolutionize the way claims are handled. Many TPAs are prioritizing the customer-centric approach to enhance the end-user experience. A comprehensive platform will enable TPAs to enhance claims processing, unify communication platforms, and adhere to regulatory requirements. An automated solution can help enhance the transparency between various parties.

How Newgen Made a Difference?

The customer implemented Newgen's advanced **Omnidocs Contextual Content Services** (ECM) platform to capture content from multiple sources and make information accessible across content-centric processes.



Highlights of the Solution

Content Capture: With Newgen's OmniScan tool, the customer captured high-volume content from various sources, and converted it into actionable data

Content Management: The platform provided a comprehensive view of stored content, tracked activities at the document/folder level, connected disparate content sources, and ensured the confidentiality of records

Data Integration: The solution's robust API connectivity and data integration tools enabled for seamless synchronization of claims data across multiple systems

Customizable Reporting Module: The platform included a customizable reporting module with in-depth analytic capabilities that offered insights into claims processing and operational metrics

Error Reduction Tools: The implementation of data validation and error-checking mechanisms through intelligent automation helped mitigate errors in claim processing and data entry

Compliance Management: Advanced compliance tools and automated regulatory updates assisted the customer in meeting regulatory requirements and ensuring records were up to date

Business Benefits Achieved

Accelerated Adjudication: Newgen's advanced ECM system used logic to automate complex adjudication tasks, significantly reducing turnaround time and improving accuracy compared to legacy systems

Saved Manhours: The platform reduced manual effort and saved substantial time, resulting in operational efficiency

100% Regulatory Compliance: The solution ensured complete adherence to all regulatory requirements, mitigating compliance risks and simplifying audits

Enhanced Customer Service: Advanced customer support systems, including chatbots and multi-channel support options, allowed for quicker resolution of policyholders' issues

Streamlined Communication: The integration of unified communication platforms enabled omnichannel notifications, and ensured faster interaction between TPAs, insurers, and policyholders, enhancing overall response time

Implementation Impact

- **Over 270,000 claims settled** in a year with Intelligent Claims solution
- **80%** boost in employee productivity due to streamlined workflows
- **50%** faster claims transaction processing from data entry to approval

Conclusion

The deployment of Newgen's Contextual Content Services platform helped the customer achieve transformative improvements to its operations. By automating critical processes, the platform ensured regulatory compliance, boosted employee productivity, and optimized operational performance. These improvements demonstrated Newgen's commitment to exceeding industry standards and addressing the customer's specific needs.

About Newgen

Newgen is the leading provider of AI enabled unified digital transformation platform with native process automation, content services, and communication management capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries. Newgen unlocks simple with speed and agility.

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