



INDEPENDENT HEALTH CASE STUDY

INDEPENDENT HEALTH

ENHANCING A HEALTH PLAN'S CLAIMS
EXAMINATION PROCESS THROUGH AUTOMATION

Every day, not-for-profit U.S. health plan, Independent Health, was processing thousands of insurance claims, many of which could be adjudicated automatically by a dedicated third-party solution.

But the more problematic “pended” claims, such as suspected duplications, were going first to the plan’s claims examiners for further research. And the amount of manual intervention involved in this stage of the process was costing the plan both time and money.

Independent Health worked closely with FIS’ professional services team to automate and streamline the management of pended claims.

Until now, claims examiners typically had to retrieve additional information from two or more systems to determine if a pended claim should be denied or paid. Using FIS’ Healthcare Insurance (HCI) Workflow solution, the team designed a pop-up window that would automatically pull together all the information needed to make a decision. After the examiner has approved or denied the claim in a simple one-click process, his or her decision will now be immediately reflected in the adjudication solution – without having to access it separately.

Thanks to this new, highly automated process, Independent Health has eliminated multiple manual steps for retrieving and updating information, cutting processing times by more than 124 percent. This in turn helps the health plan reduce costs and significantly increase productivity, adjudication quality and job satisfaction for its claims examiners.



Claims examination slowed down by **manual** processes across **multiple systems**.



Automated workflow eliminates need to retrieve and update data manually.



Processing times for pended claims cut by **124 percent**.

About FIS

FIS is a global leader in financial services technology, with a focus on retail and institutional banking, payments, asset and wealth management, risk and compliance, consulting and outsourcing solutions. Through the depth and breadth of our solutions portfolio, global capabilities and domain expertise, FIS serves more than 20,000 clients in over 100 countries. Headquartered in Jacksonville, Florida, FIS employs more than 57,000 people worldwide and holds leadership positions in payment processing, financial software and banking solutions. Providing software, services and outsourcing of the technology that empowers the financial world, FIS is a Fortune 500 company and is a member of Standard & Poor's 500[®] Index. For more information about FIS, visit www.fisglobal.com.

For more information on how IBS Relationship Value Management helps reduce revenue leakage and improve fee transparency, contact your **FIS strategic account manager, or call 800.822.6758.**



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