

Significantly reducing costly pre-certification errors without sacrificing productivity



Client

Major US-based health insurer offering a wide variety of plans and indemnity policies

Geographies

United States / Guatemala

Challenge

Quickly reduce a growing set of issues previously designated for offline resolution, which were increasingly observed in online reviews as sources of member and provider dissatisfaction.

Solution Implemented

Everise developed training and process modifications after a bottleneck analysis of the pre-certifications criteria. Particular attention was paid to criteria around plan complexity, cost and timeliness of solutions and these interactions were automatically routed to a specific queue to reduce errors.

Outcome

The escalations team immediately reduced pre-certification errors by 60%, and the general incidences outside of the escalations team also experienced a reduction in errors. Overall improvements were made in training, secondary review systems and did not result in service level reductions or addition of headcount (further cost savings realized).

60%

Reduction In
Pre-Certification
Errors

0

Increase In
Headcount