

**“Automation” of process to generate
“Enhanced Ancillary Vendor error reports” and
“Overage reports” for Business Users; which
reduced manual effort and intervention by
50%.**

Client Demographics

US based, Fortune 500
Company and a pioneer in
the Healthcare Insurance
domain.

Overview

Application is “Claims Processing, Enrollments and Billing system” and following reports gets generated in this application.

“**Enhanced Ancillary vendor reports**” (EAV) basically are the kind of error reports generated by the National Accounts Processing system when the claim data is loaded for processing.

“**Overage reports**” are also kind of reports which are generated for the requested groups for the dependents who are turning certain [defined] age limits in the next 2 months to check for any eligibility requirements or analysis.

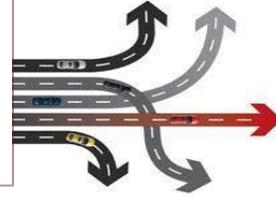
Challenges

- Group setup process is getting difficult as we need to setup around 5 JOBS for processing - Manual effort is required.
- And in the forth QTR’s these requests will be exponentially increased because of the new enrollments.
- Around 30~40 Hrs of work is required to setup and execute the whole process.
- In case of Overage reports, the process is taking longer time and is creating roadblocks for the downstream application SLAs.



Alternate Solutions

- Automation of JOBS with minimal manual effort
- Possibility of Parallel execution of JOBS.

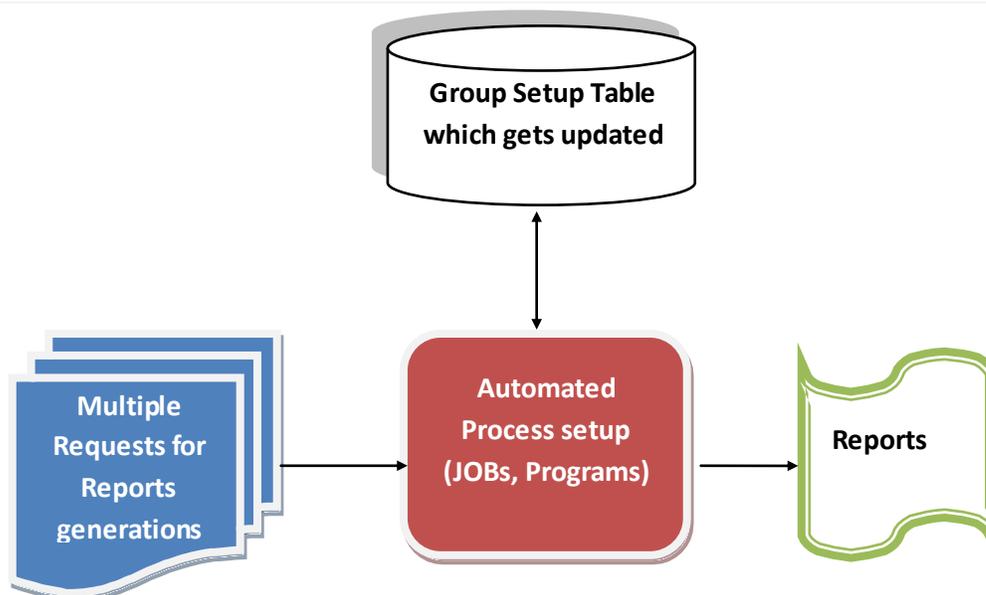


Recommended Solution

“.....Automation” of JOBS with minimal manual effort is the optimal solution and other alternative require manual intervention which might not be a viable option.

Implementation

- “Created Generic JOBS / Programs” for each process and have Table entries updated for all Groups setups requests.
- Developed an “automated” process to generate the reports and transmit by reading the corresponding Group setups which are updated in the TABLE.





What's the Business "Value"...

"..... Without much IT involvement, the jobs get processed. Report gets generated for the users based on the Group tables which are updated. Manual intervention is avoided..."

".....This enhancement has cut down the Level of effort by 50 % for each overage report setup."