

Claims Management for a third-party administrator



Customer

The customer is a broker and administrator of insurance products and services. Its target customers include membership organizations, professional societies, insurance companies, and healthcare companies and corporations.

Business Challenge

- Increasing administrative costs in servicing its customers
- Fluctuating turnaround time for its customers
- Inconsistent customer service

Mahindra Satyam's Solution

Development of automation tools like Image number capture utility, Zip extractor, Quality shuffler, Time tracker and Online dashboard.

Benefits

- Flexibility during high and low volume months
- Reduced turnaround time (TAT)
- Access to lower cost labor and thus, significant cost reduction in processes

At Mahindra Satyam BPO's Insurance practice, we offer a broad range of services that include End to End Claims Management, Policy Enrolment and Administration, Claims Enquiry & Verification of Benefit Call Center, Warranty Claims Management, New Business and Renewal Rating and Census, Dental and Vision Claims Management.

For further information please write to Connect@mahindrasatyambpo.com and rfi@mahindrasatyam.com.