Business Challenge
A leading health insurance company has experienced strong business growth with a large network of active members and providers, but continues to carry the legacy of labor intensive operations. To improve internal efficiencies and overall client experience, the firm is embarking on an effort to re-engineer the manual paper claims workflow to increase productivity, accuracy, and scalability.

Client Objective
The client’s primary objective was to assess the paper claims workflow for streamlining opportunities. The assessment included a drill-down of key activities across multiple business functions for integration purposes, as well as the creation of a high level roadmap for leveraging scanning/imaging technology solutions enterprise wide to support future growth.
Paragon Approach

Paragon assembled a team with expertise in the areas of enterprise content management (ECM), business process modeling, and organizational change management to provide a broad-based roadmap assessment. Leveraging the “Voice of the Client” framework and Paragon’s Straight-Through Processing methodologies, Paragon gathered information from stakeholder interviews and direct observations to qualify workflow strengths and challenges in the current environment. Mapping to the business value chain (from claims sorting, processing, scanning to archiving), the team defined an explicit list of improvements to create a paper-free operating model that would reduce errors and turnaround time. Example recommendations included:

- Implement a digital Distribution Center to eliminate upfront processing delays, paper-handling, and data entry
- Enable rule-based validation, routing and work queue management to increase efficiency and consistency
- Re-align roles and responsibilities to enable impacted individuals to perform effectively in the new environment
- Automate scanning / capture with a robust ECM solution to mitigate paper-handling risk and other content management related issues
- Define an eight-step model to guide the organization through change preparation, transition, and adoption

Client Success

The Paragon effort was valuable in pinpointing workflow issues, identifying concrete recommendations, and securing cross-functional support. The resulted assessment provided prioritization of improvement areas, both in the interim and over time, that were in alignment with the client’s corporate objectives. The Paragon partnership continued with the development of the recommended business and technology solutions.

We Can Help You