



## CASE STUDY

## Automated Claims Operations

### CHALLENGE

A leading health insurance firm wanted to optimize its high-value claims processing system. The customer approached UST to automate the claims, a tedious manual operation. Reviewing dependent documents and scanned images was time-consuming and impacted the

turnaround time. The process involved the error-prone application of complex business and validation rules that needed to be addressed.

### SOLUTION

**UST SmartOps assimilated and analyzed information from multiple sources and then updated the audit worksheet of the high value claims, achieving end-to-end automation.**

- Extracted the data from scanned claims documents using the Intelligent Document Processing (IDP) capability.
- Performed automated validation of claims data aggregated in the audit worksheet and provided detailed reports.

### IMPACT

- **70%** savings in audit worksheet preparation.
- **92%** savings in claims auditing effort.
- **~15 Min** average processing time for a high value claim, reduced from 6 days.