

## Process Analysis Scenario

### Situation

A large, U.S.-based health care insurance provider processes claims in multiple centers across the U.S. as well as at outsourced centers in India. It employs multiple legacy host-based, client-server and web applications to process claims, though data entry is still largely done manually. Over 2,000 staff are employed as claims processors.

### The Challenge

The company realized the need to streamline its claim handling processes. After investigation, the company found that 20% of their claims processing staff were performing at levels significantly below average. The productivity variations between poor and average performance were often as high as 100-200%. These variations were not limited to staff in any one claims processing center, but were spread across multiple centers.

The company reviewed possible causes for this wide variation in productivity including training, educational background and claims complexity but was unable to identify the root cause of variability. Several approaches to resolve the problem were considered including a retraining program as well as a time and motion study.

### The Solution

By implementing Epiance Process Intelligence software, the company was able to:

- Analyze worker / application interactions to better understand process variations,
- Identify root causes for performance problems, and
- Improve claims processing productivity and quality by improving processes.

By deploying Epiance capture agents to worker desktops, the company was able to capture all relevant end-user interactions with the claims processing applications. Because of its non-invasive nature, the Epiance agents required no changes or intrusive integration with any of the existing applications used by the company.

The Epiance agent captures a more comprehensive data set, eliminating the need to pre-identify process metrics. Rather than taking weeks to separately identify and measure metrics, Epiance software enables business analysts to answer questions with a simple query. It offers a much more efficient and accurate method of analyzing process activity.

With the captured process activity data, the company was able to

- Compare detailed performance of various processors
- Compare current practices against best practices
- Identify and investigate non-compliance
- Implement process guides to improve claims processing.

## Epiance Benefits

Epiance software enabled the company to realize the following benefits:

- Understand and document worker behavior faster and less expensively than alternatives, including time and motion studies,
- Make better decisions based on data-driven analysis rather than subjective interviews,
- Gain a more comprehensive understanding of actual business processes based on detailed activity capture, and
- Identify improvements continuously rather than long, expensive manual projects.

By using Epiance application and desktop capture agent software, the company was able to rapidly improve claims processing productivity and improve quality and compliance, while simultaneously lowering the cost of monitoring and analyzing worldwide claims processing efforts.

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