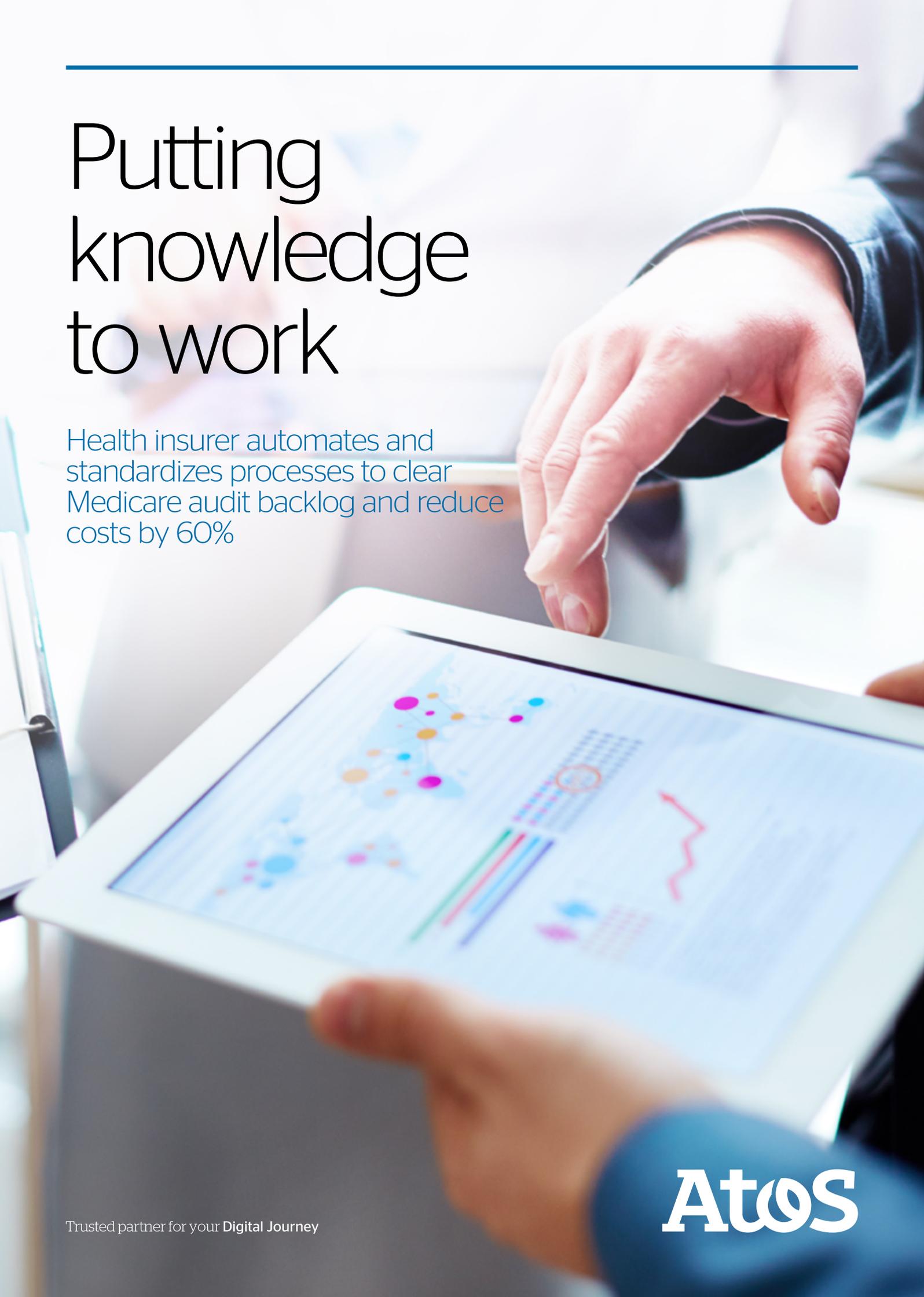


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# Putting knowledge to work

Health insurer automates and standardizes processes to clear Medicare audit backlog and reduce costs by 60%



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## At a glance

U.S. health insurer improves Medicare audits, cost structures, efficiencies with knowledge process outsourcing

### Outcomes:

- \$1.3 million cost savings
- 40%-50% speed increase
- 60% drop in cost per audit

Process quality issues gave this major U.S. health insurer a major backlog of tedious manual audits, and threatened to render it noncompliant with Medicare requirements. Atos Syntel got the process back on track with an efficient and scalable Knowledge Process Outsourcing (KPO) solution, and reduced the cost per audit by more than 60%.

## Oh, MOOP

A leading U.S. healthcare payer was facing issues complying with Medicare audits for maximum out-of-pocket (MOOP) payments.

MOOP is the amount a Medicare member is required to pay during a calendar year. After this limit is reached, the insurer pays all additional medical expenses for the year.

Unfortunately, two of the insurer's back-end healthcare and pharmacy claims systems were out of sync, preventing accurate accounting of each Medicare member's out-of-pocket payments. This led to a 2-year backlog of unaudited claims, no mechanism to prioritize them and no scalability to keep up with a steady inflow of new claims.

Atos Syntel was engaged to quickly audit the backlog of Medicare transactions, examine the existing process and make recommendations to improve ongoing process efficiencies.

## 51,000 audits in 3 months

The due diligence phase of the project was executed by a single Atos Syntel process-expert deployed to the insurer's headquarters.

Due diligence involved shadowing the claims team to understand and document the existing claims auditing process.

It became evident that the time-consuming manual process was not standardized. Every audit was treated individually, and valuable process data was not being captured for future use.

After a few weeks, the Atos Syntel expert returned to Pune, India, to help assemble and train a KPO team of more than 100 healthcare associates. Using a "train the trainer" approach, they began clearing out the backlog of more than 51,000 audits. The backlog was cleared in 3 months.



April -  
May 2016

Due diligence  
consulting



August -  
September 2016

Offshore team  
training



September -  
October 2016

Team scale-up from  
30 to 110 FTEs

## Repetitive process automation

Atos Syntel also identified three error-prone manual processes that were good candidates for automation, including:

- Line-by-line comparison of every mismatch in the claims and pharmacy systems
- A simple code to categorize every expense mismatch as either "deductible" or "out-of-pocket" in the claims system
- Pre-loading pharmacy claims data that matches the claims system

These changes were proposed by Atos Syntel and implemented by the insurer's team to increase the speed of the audits, reduce costs and boost productivity.

The ongoing work is being executed by a team of 7-8 Atos Syntel associates in Pune working closely with the insurer's staff in the U.S.

## Efficiency and scalability for the long term

By employing an offshore team to execute the work, the insurer reduced costs, increased scalability, and achieved greater staffing stability and predictability.

Atos Syntel's KPO services reduced the cost to complete each audit by more than 60%, and the offshore team is able to rapidly scale up or down to manage variations in volume.

The process improvements also saved \$1.3 million in costs and sped claims-audit resolution time by 40%-50%.

Total productivity has jumped by 45%, and several long-term benefits have been realized, including:

- Detailed process data capture, for use in trend analysis and quality control
- Improved process documentation available in the client's knowledge repository
- Proactive resource-forecasting based on past trends

Since the project transitioned to ongoing support, the insurer has engaged Atos Syntel to provide similar KPO services for several other government healthcare products and business lines.

## Why Atos Syntel for healthcare payer services

We work with leading payers to revolutionize the way they operate their businesses. Our services are designed to increase productivity and efficiency, and harness the power of data to improve healthcare outcomes. They include:

- Core health plan services
- Digital healthcare services
- Government program solutions
- Commercial software services
- Payer BizOps

Learn more about our healthcare services at <https://www.atos-syntel.net/industries/healthcare/payers> or email [info.na@atos.net](mailto:info.na@atos.net).

 January 31, 2017

Initial backlog completed



February 2017 - present

Ongoing support

# About Atos

Atos is a global leader in digital transformation with 120,000 employees in 73 countries and annual revenue of over € 12 billion.

European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions through its Digital Transformation Factory, as well as transactional services through Worldline, the European leader in the payment industry. With its cutting-edge technologies and industry knowledge, Atos supports the digital transformation of its clients across all business sectors. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos Syntel, Unify and Worldline. Atos is listed on the CAC40 Paris stock index.

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