NTT DATA

Blue Cross Blue Shield of Rhode Island | USA | Reporting & BI

Ensuring Competitiveness by Modernizing Claim Data Operations

Client profile

Blue Cross & Blue Shield of Rhode Island (BCBSRI) needed to boost its scale, agility and efficiency in providing Rhode Islanders with affordable access to quality healthcare.BCBSRI partnered with NTT DATA Services to transform customer experience by consolidating IT and customer management processes on a single platform that supports Salesforce, automated workflows, and DevOps.

Why NTT DATA?

- We build innovative, industry-leading solutions that grow enterprises' revenue and keep them ahead the competition.
- We take advantage of the growing convergence of IT and connectivity services to connect people and things.
- We manage companies' applications, data and infrastructure to decrease costs and create greater efficiencies.

BlueCross BlueShield

"

"The partnership that we have with NTT DATA provides the scale, capabilities, and creativity we need to make access to healthcare affordable and easy for our members."

Derek Costa, Chief information Officer - BCBSRI

Business need

Blue Cross and Blue Shield of Rhode Island (BCBSRI) recognized the need to modernize its operations to plan for and protect its future. Its competitiveness was hindered by a legacy call center system, traditional development processes, and manual workflows. Staff struggled to get a complete picture of customers, and processing claims took far too long. Moreover, reimbursement costs increased 2x the projected rate for institutional claims, surgical claims, and professional claims increased in volume, the ICD-10 conversion and limited insight into the root cause made the client realize the need for greater operational efficiency and agility.

Solution

NTT DATA, in collaboration with Blue Cross and Blue Shield of Rhode Island (BCBSRI), migrated customer-support workflows to Salesforce.com, developing an easy-to-use platform that included: streamlined business processes, manual workflow replacement with robotics process automation (RPA), and IT automation using DevOps to improve operational efficiency and agility while lowering costs, especially regarding claim data operations

Outcome

The platform developed provided a 360° insight into customers' services and touchpoints, boosting the client's efficiency and minimizing costs.

Customer satisfaction increased by 30% as a result of the automation of the claim processing workflow. In addition to the following success factors:

Increased visibility into claims data flow & and processing

 Better identification of root cause for reimbursement cost increases

Optimization of revenue opportunities identification

Cost reduction by identifying operational inefficiencies

TECHNICAL SPECIFICATIONS

NTT DATA delivered a flexible solution to address client-specific concerns, using a proprietary analytics suite to evaluate raw EDI claims files and adjudicate claims in the data warehouse.

Moreover, instead of random sampling, a comprehensive review of every claim transaction was conducted, resulting in a more effective and accurate result set that addressed client-specific concerns. Multi-shore resources were used, resulting in a cost-effective engagement model.

Additionally, workflows such as claims processing were automated. With all the above in mind, an easy-to-use platform for managing customer interactions including enrollment, claims processing and appeals was developed. This platform included streamlined business processes, manual workflow replacement with robotics process automation (RPA) and IT automation using DevOps to improve operational efficiency and agility while lowering costs in claim data operations.

Learn more about NTT DATA
www.nttdata.com/global/en/

○ NTT DaTa