

Claims Processing Automation with XBP Europe

Read how claims processing automation helped a healthcare payer organisation reduce administrative costs and improve control & visibility.

Challenge

XBP Europe partnered with a top 10 healthcare payer organisation to enhance the customer experience, improve control and accountability, increase EDI submission rates, and reduce administrative costs as the organisation continually expanded its reach and market share.

XBP Europe offered claims processing automation

To tackle this challenge, XBP Europe utilised the PCH web portal, a self-service, rule-based platform, to boost provider engagement. The platform's intelligent document identification system empowers provider offices to guide billers in submitting claim appeals through the web interface. Automated workflows based on rules ensure that documents are directed to the appropriate payer processing department, allowing for prompt and precise processing. E-presentation of post-processing notifications eliminates the need for reprocessing, preventing delays for providers.

Benefits with claims processing automation

- + A 35% decrease in payer processing costs

- + Improved transparency for payers, providers, and members

- + Over 50% reduction in cycle times

- + A 20% decrease in resubmission rates

- + Reduced member outreach volumes

- + Fewer payment errors

About

XBP Europe offers innovative solutions for customers to streamline complex bills and payments processes. We help enterprises, SMBs and public sector organisations globally to rethink transactions, digitisation, operations, communications and remote working. Get in touch today.