

Physician-led KPO Services Reduce Operational Costs for Automobile Insurance Claims



Our client is a provider of services and on-line solutions which make medical records review more accurate, efficient and useful. Their Medical Records Optimization platform delivers digitization, indexing, abstraction, analysis, and collaboration tools that generate savings through improvement in loss management, increased productivity of staff, and reduced processing cycle times.

The Need

Our client wished to offer Knowledge Process Outsourcing (KPO) services to their insurance clients to increase the speed, accuracy, and quality of medical claims processing for automobile insurance. Currently, it is a challenge for automobile insurers to review medical documents and assess medical data. Quite often, key information could be missed out due to the sheer volume and complexity of documents.

Marlabs Solution

Marlabs is providing our client with KPO services to review and summarize medical records, with over 200 physicians on board.

Processes and supporting infrastructure are so designed as to not miss out a single medical document. Marlabs developed a workflow based technology platform through which the client can easily feed documents for review. Optical Character Recognition (OCR) systems extract content. The workflow software enables document indexing, management and sharing. HIPAA compliant systems protect valuable data.

Documents are automatically routed to the right individuals. Assemblers group documents into medical records. Transcribers increase readability of select documents. And reviewers open each record and prepare summaries and assessments using set templates.

The results of analysis and abstractions are then conveyed to the client - in a seamless process. Processes are monitored through a dashboard that tracks key metrics. By having senior physicians summarize records and perform quality assurance, we were able to apply stringent standards and ensure consistent clinical insight.

Client:

Provider of medical records review solutions

Technology Platform:

- Windows Server 2003 & IIS 6.0
- .NET 2.0 / 3.0
- ASP.NET 2.0, ADO.NET 2.0
- SQL Server 2005
- Microsoft VS.NET 2005
- HTTP/HTTPS/XML/JavaScript
- AJAX

Benefits

- Accurate and efficient settlement of claims.
- Significantly reduced operational costs.
- Swift turnaround - within a matter of hours.
- Detailed review of many thousands of medical documents.
- Better decision processes through indexed, chronologically sequenced, and summarized documentation.