

## Conquer Complexity while Improving Profits

Billions of dollars are wasted each year from errors and rework in claim operations. As the health industry launches new products to respond to the consumer-directed health care movement, insurance companies will continue to struggle to reduce manual work and improve costs in order to remain competitive, while maintaining the balance of high customer satisfaction.

The Enkata Claims Improvement™ application, part of the Enkata Back Office Performance Suite™, delivers deep insight into claims operations and the customer experience, enabling companies to cut costs and improve claims processing without sacrificing service quality. The Enkata application pinpoints claim lifecycle breakdowns and variation points and indicates the factors driving manual claim reviews, rework, late payment interest, and low claim agent quality. Using the Enkata solution, companies have decreased adjustment rates by 10-20% and rework rates by 5%, while increasing auto-adjudication by 3-10%.

## Key Benefits

- Pinpoint process variation and break-downs throughout the claims lifecycle
- Identify and eliminate drivers of errors, rework, and adjustments
- Increase auto-adjudication rates by modifying claims edits as required
- Reduce late payment interest by eliminating the claims characteristics that drive them
- Optimize claims operations with the understanding of how improvements in one metric may impact another
- Model the financial impact of improvement initiatives, prioritize before implementation and track performance for successful completion

## Features

- Pre-built, integrated metrics that utilize data from multiple front and back-office systems, e.g. calls per claim adjustments
- Pre-built scorecards, dashboards, operational reports, and key performance indicators to track performance targets
- Process viewer that delivers visibility across the entire claims lifecycle to identify the steps which are causing bottlenecks and failure points
- Guided workflow and comparison analysis with integrated metrics that identify the agent, member or provider segment characteristics, and isolate the factors/events causing claims processing failures and claims related calls
- Initiative tracking to monitor performance and cost of pilot programs to validate their effectiveness
- Access to claim, call, and customer survey details to automatically validate analysis findings

“With Enkata we identified several service failures. Elimination of just one of them helped us save \$4.5M in costs.”

- Director of Business Intelligence,  
a Fortune 100 healthcare  
insurance company

## Key Built-in Metrics:

- » Auto-adjudication rate
- » Adjustment rate
- » Late payment interest
- » Contact costs
- » Satisfaction scores

Only Enkata's out-of-the-box solutions easily break down key metrics across all relevant attributes such as customer tenure, agent and product.

## Unique Approach

Enkata's unique operational control cycle allows companies to:

- Follow an embedded workflow to track performance, investigate problems, identify causes, implement, and monitor improvement programs.
- Pinpoint process breakdowns with a complete view of the claim and "episode of care" lifecycle by analyzing data across multiple systems including back-office, CRM, contacts, and self-service applications.
- Analyze all available sources of data, including structured data and unstructured text.
- Integrate data from any front- or back-office system rapidly using Enkata's patent pending data integration adapters.



Data integration and pre-built industry-specific metrics reveal relationships and operational failures that were not visible before.

## Top Quality Back-Office Operations

Back office errors such as inaccurate claim processing make providers and members feel like the insurer is not operating a high-quality operation, leading to a decrease in loyalty. The Enkata Back Office Performance Suite delivers the insight required to identify, solve, and monitor back-office operational failures. By analyzing front- and back-office data and launching targeted initiatives to improve claims operations' performance, companies can lower their operational costs and retain customers.

### About Enkata

Based in San Mateo, California, Enkata is a leading provider of Operational Performance Management solutions for businesses with large service organizations. Offered on demand, Enkata delivers the only industry-specific solutions available that analyze both front and back-office customer lifecycle data and provides actionable information needed to reduce costs while simultaneously increasing customer loyalty. Today, leading companies in financial services, telecommunications and health insurance rely on Enkata to achieve operational excellence.

For more information visit [www.enkata.com](http://www.enkata.com), email [info@enkata.com](mailto:info@enkata.com) or call (650) 227-6500.