



RPA in insurance-
policy administration

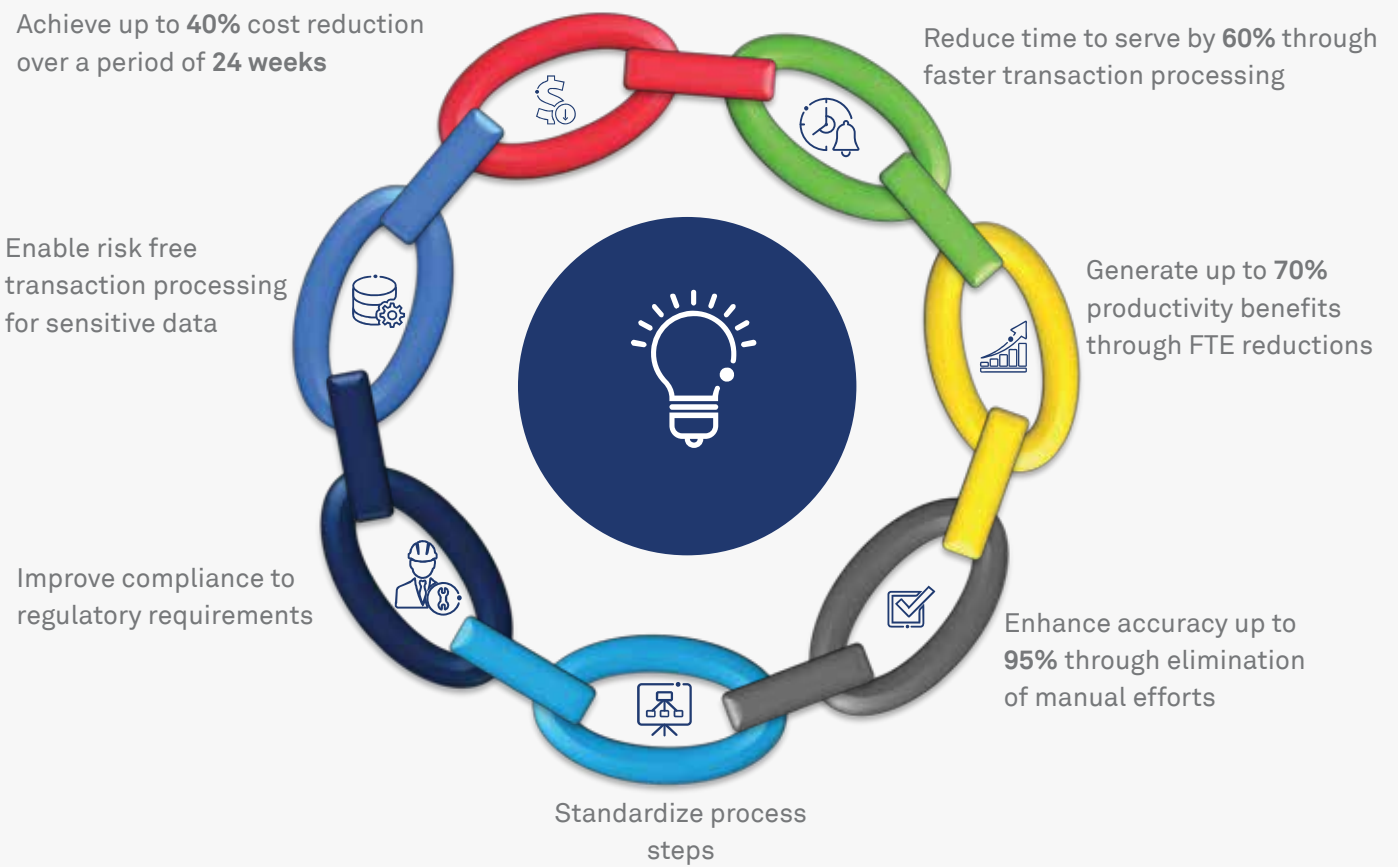


Innovating policy administration with RPA

Policy administration is a critical activity that involves policy maintenance and servicing and claims management. The processes include matching policy holder's data while adhering to the prescribed rules while processing the information. The work also comprises data processing and validation between various applications, combined with extensive document management required

for compliance. RPA technology can help insurers integrate the different systems and automate transaction processing through software 'bots' that are easy to code, deploy and scale. These bots can work seamlessly with the existing applications and escalate fallouts to their human colleagues.

Benefits delivered



Degree of automation available

Policy servicing

Process	Rule/Judgement-based	RPA Applicability	Automation Percentage
Electronic application capture	★	High	55-65%
Quote management	●	Medium	
Underwriting rules and guidelines	●	Medium	
Risk evaluation	▲	Low	
Rating and pricing	★	High	
Policy issuance	★	High	
Forms and correspondence	★	High	
Endorsements	●	Medium	
Cancellation	★	High	
Renewals	●	Medium	
Data collection through forms, mails	●	Medium	
Management reporting	★	High	

Claims management

Process	Rule/Judgement-based	RPA Applicability	Automation Percentage
Notification of loss	★	High	40-50%
Claim entry	★	High	
Policy retrieval & coverage validation	●	Medium	
Loss evaluation	★	Low	
Claim processing (setting limits, adjustments and voids)	●	Medium	
Claims adjudication	●	Medium	
Operations and reporting	★	High	

Billing and payments

Process	Rule/Judgement-based	RPA Applicability	Automation Percentage
Generate insurance premium invoice	★	High	70-80%
Manage and track receivables	●	Medium	
Calculate charges and taxes	●	Medium	
Link to external payment systems: credit card, electronic fund transfer	●	Medium	
Multiple integrations within accounting systems	★	High	
Generate billing period reports	★	High	
Track account receivables- invoice, payment and shipment	★	High	
Record payments against all invoices	★	High	

Estimated benefits based upon Wipro experience, subject to due diligence

Legend

Rule-Based ★	Medium —	Judgment-Based ▲	Rule-Based & involves judgment ●	High ◆	Low ■
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Success story



Client

The client is one of the leading US based healthcare companies serving approximately **70 million** individuals nationwide. The Wipro team delivers Provider Contract Data Management services to the client.



Business Challenge

- Healthcare payers process thousands of contracts each year. These are validated through a time consuming, error prone, & complex process involving several steps
- The process generally encounters **high defect rates**, resulting in **lower accuracy** of contracts being loaded. This, in turn, results in backlogs and high turnaround time
- The rework rate is also high due to multiple **manual hand-offs and errors**



Solution

- Identification of opportunities through value stream mapping (Wipro's proprietary BPMS) & DMAIC (Define, Measure, Analyze, Improve & Control) approach
- The team designed four robots in **90 days** & sequentially bundled them to automate **75-80%** of the process



Benefits

- Reduced nearly **30 minutes** of post-processing documentation by automating **75- 80%** of the process
- Improved productivity from **70.16% to 100%**
- Generated cost savings of approximately **USD 60,000**



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