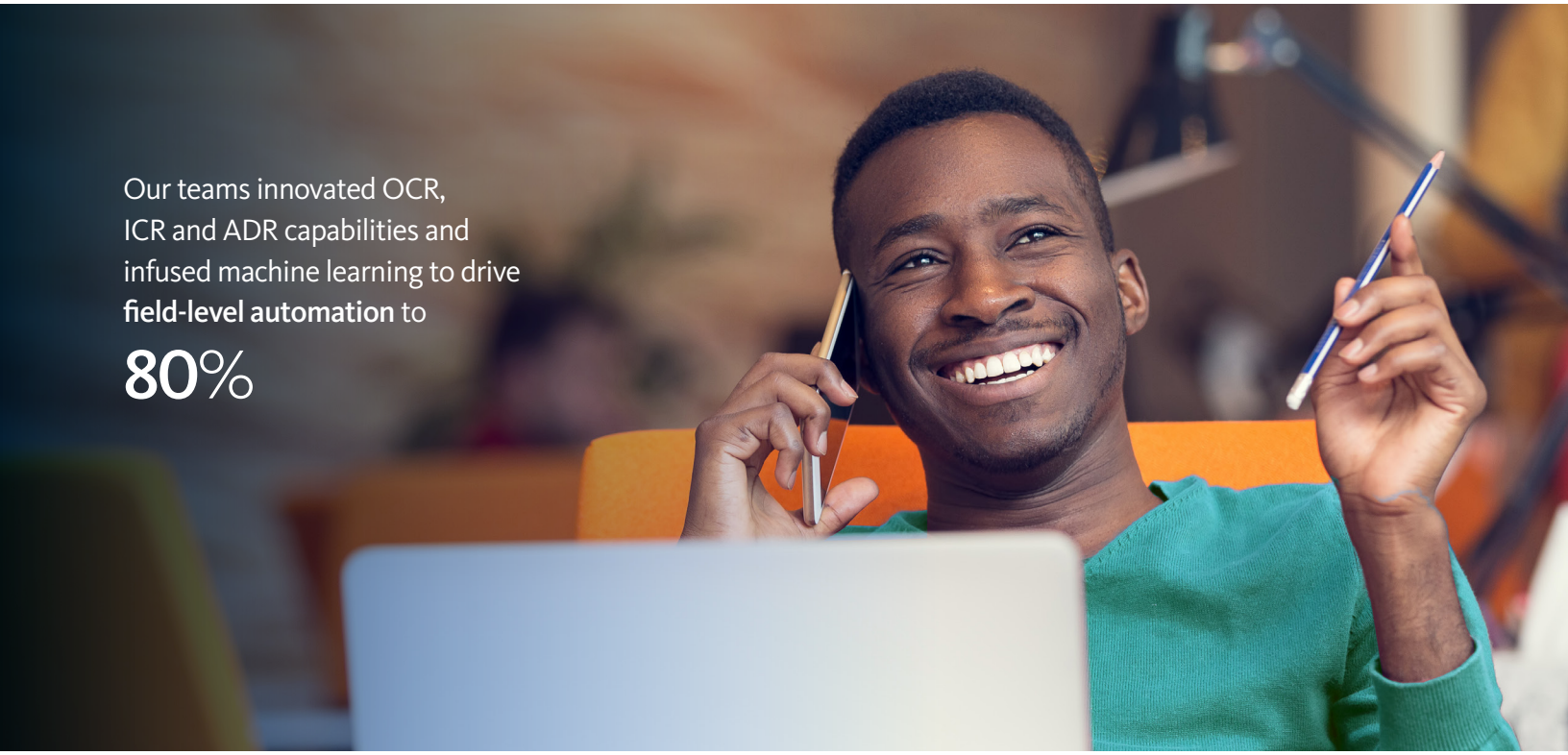
Document Management
and Automation Solutions

CONDUENT

Case Study

Supercharging Enrollment Processing with Intelligent Automation for a Fortune 100 Company



Challenge

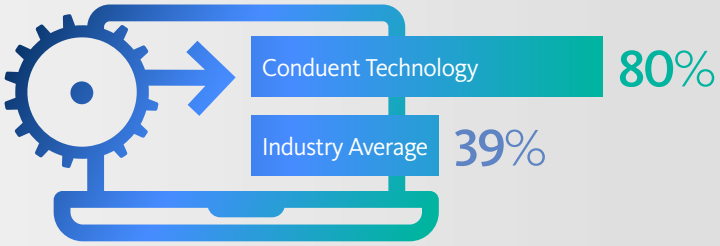
Late summer and early fall are the busiest of times of the year for healthcare payers as they and their partners prepare for open enrollment. One of the biggest challenges is the sheer volume of forms that must be processed. While many of those forms are now completed electronically, for Medicare's annual enrollment period, the process is still largely handled through handwritten forms sent via mail or fax.

As a leader in the Medicare Advantage market, this mega health plan has more than 78% of its applications coming in as handwritten documents. Handling them was a manually intensive process — complicated even more by the COVID-19 pandemic, which moved many employees to working from home.

The plan looked to Conduent to innovate a solution that would infuse automation and reduce manual intervention. We set our sights on building new automated capabilities that would enable semi- and unstructured information to be processed without manual entry.

Our shared goal was to significantly accelerate open enrollment processing and reduce costs.

Field-level automation rate on handwritten documents





About Conduent in Document Management and Automation

On behalf of businesses and governments, Conduent delivers highly automated document processing services powered by the latest AI and ML automation technologies — to reduce costs and drive efficiency while improving the quality and speed of data the client receives.

Visit our website to learn more or call 1-844-ONE-CNDT to connect with an expert.

Solution

Our experts hit the ground running, designing and rapidly deploying a sophisticated solution that couples an automated workflow with machine learning, optical and intelligent character recognition (OCR, ICR), and automated document recognition (ADR) capabilities.

This drove 80% data extraction on handwritten and printed documents.

Through application programming interfaces, we tightly integrated our solution with our client's upstream enrollment systems — providing a fully integrated, end-to-end process.

Our focus was on enabling unprecedented speed and accuracy in handling semi- and unstructured data and driving automatic classification of incoming open enrollment documents.

We also knew that enhanced automation would simplify the open enrollment application processing and in turn reduce training and staffing requirements.

Results

- Field-level automation of enrollment documents skyrocketed to **80%** (the industry average for handwritten forms is **35-40%**).
- Our solution produced a **99.3%** automatic recognition and classification rate for incoming documents.
- Manual data entry requirements were cut in half.
- Overall processing increased **15-fold** (from 6 to 90 transactions/hour).
- Manual processor requirements went down **65%** (from 250 to 110).
- With a simpler user interface, staff training time went down **75%** (from 2 months to 2 weeks).

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