



# Operational First Pass Rate Improvement

## Challenge

Claims suspend for a number of disparate reasons. The result is manual adjudication of the resulting suspended claim. Manual adjudication creates several issues:

- Increased claims processing cost
- Decrease in quality
- Increase in the time required to service a claim

To improve first pass rate and eliminate manual adjudications requires:

- Detailed understanding of the manual cost of each suspend
- Detailed knowledge to the workflows used to resolve each suspend

## Benefits

The OpenConnect *Comprehend* solution provides actionable intelligence to quickly automate high-impact edits to quickly lower the cost of manual claims adjudication.

OpenConnect *Comprehend* results in:

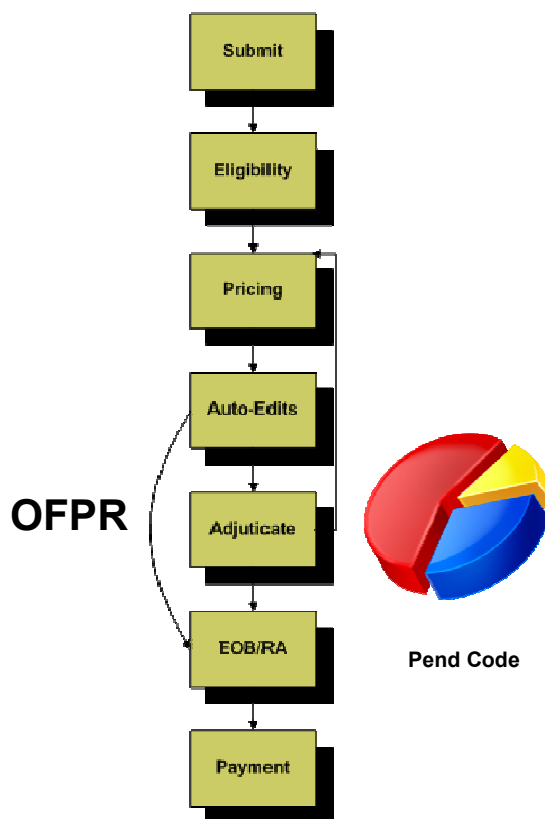
- Lower total cost per claim
- Reduced processor FTE
- Reduced adjustments
- Improved Time of Service

The OpenConnect *Comprehend* Solution provides quantifiable results, improves claims operations immediately and has a positive ROI within one year of deployment.

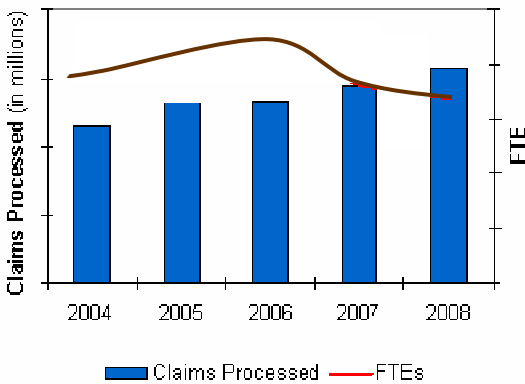
## Solution

The OpenConnect *Comprehend* solution provides the actionable intelligence, and the tools to quickly improve operational first pass rates. The OpenConnect *Comprehend* solution follows a simple approach:

- *Comprehend* WorkForce intelligence provides detailed keystroke level workflows processors use to adjudicate claims.
- *Comprehend* WorkForce intelligence provides the summary costs by suspend code to prioritize the automation effort.
- *Configure, Connect, and Control* provides a complete solution to quickly automate the adjudication process.



# Operational First Pass Rate Improvement



## **Customer #1—MidWestern Regional Plan**

### **Profile**

- Not-for-profit plan operating at 82% operational first pass rate
- Hundreds of suspend codes and changing business conditions stalled first pass rate improvement

### **Results**

- Finalized ~200,000 claims in first year of deployment
- Improved OFPR to 94.4%
- Yielded a total annual savings of \$6 Million

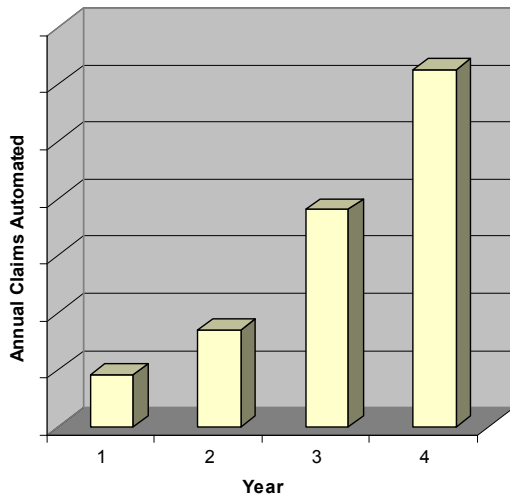
## **Customer #2—Eastern Regional Plan**

### **Profile**

- Not-for-profit plan operating at 77% OFPR
- No prior experience with automating claims external to claims engine

### **Results**

- 155,000 claims finalized within first six months
- Improved OFPR to 82% in first year
- Yielding a total annual savings of \$3 Million



## **Customer #3—National Plan**

### **Profile**

- For profit plan operating at 74% OFPR
- Had existing program of automation with 75+ robots in operation
- Multiple disparate processing centers and lines of business created automation challenges

### **Results**

- Automated 50,000 claims within first 6 months
- Improved effectiveness and lowered cost of automation
- Savings of \$3 Million in first year

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