

Creating Web Solutions for Employer Groups

Maintenance and Renewal Activities Web App for Employer Groups

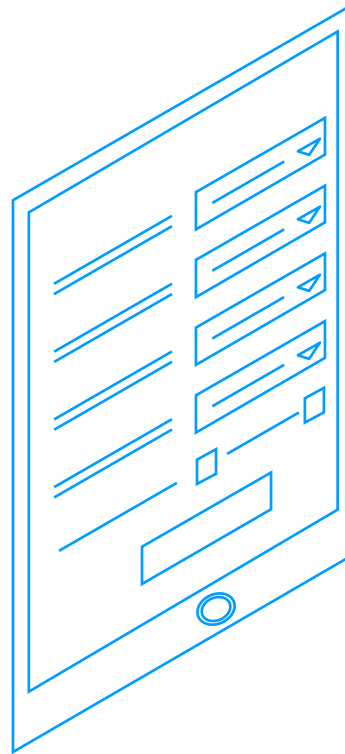
The SgMART App

The SgMART web-based tool offers Payers a simplified way to conduct basic maintenance and renewal activities for employer groups.

Challenge

Renewal of employer groups can be a highly manual process, given the number of systems and departments involved. Additionally, requests can be received any number of ways, from faxes, emails and paper requests.

The client required a way to standardize intake and facilitate the highly complex and error fraught process.



Solution

By standardizing the inputs into a digital format with a single data source, the workflow could be managed based on a complex set of predefined rules. With a predictable workflow process in place, not only could work be tracked to the individual work item, but analytics of the entire process could be provided as well.

Benefits

Process transparency

By automating the renewal process, identification of specific work items in the process and assignment of those items is now possible.

Lower costs

By eliminating the need to manually track paper, administrative costs were virtually eliminated.

Reduction in processing time

By automating the workflow through business rules and work queues, average renewal processing times went from a month to a few days.

Improved quality and customer satisfaction

Reduction in processing time for each request and elimination of “misplaced” paperwork improved the perception of the client’s request-handling capabilities. As a result, the solution drove performance levels beyond competitive benchmarks, delivering significant value for the client in the eyes of their customers.