

A woman with short dark hair, wearing glasses, a blue surgical mask, and blue gloves, is looking at a tablet. She is wearing a white lab coat. The background is a plain, light-colored wall.

Optimized data delivery to members and providers at a health benefits administrator

CHALLENGES

The health benefits administrator has been receiving most inbound call inquiries from health plan members and healthcare providers to verify the current status of insurance claims. Since the company resources were heavily devoted to the manual and time-consuming process of looking up data, they needed to streamline and automate the process of determining claim status that is less resource-dependent.

SOLUTIONS

Neal Analytics developed an online portal for administrator that assists health plan members and providers to look up insurance claims' real-time status, which helped them automate processes. We built an Application Programming Interface (API) and data pipelines to handle multiple requests in real-time. Integrating such tools enabled the administrator to provide a meaningful and comprehensive picture of all relevant aspects of a claim, including payment information and important dates.



RESULTS

The health benefits administrator successfully delivered an improved user experience to health members and provided them on-time and efficient data on demand. The integration of data with an online portal helped reduce the burden on internal resources by cutting down the number of incoming calls. It allowed the customer to shift resources toward meaningful and impactful outbound calls.