



Claims Processing and Adjudication Services

Delivering Value through Personalization



A Higher Standard for Claims Processing Speed and Accuracy

Claims processing is one of the highest administrative costs in the U.S. healthcare payer industry—especially as demand rises for faster, error-free processing and payments, and a better overall customer experience. Paper claims, manual processing, and claim errors cost insurers billions of dollars annually, even after decades of investment in improving first pass auto-adjudication rates. Every manually processed claim is a direct hit to your bottom line, and every incorrectly processed or wrongly denied claim impacts your Net Promoter Score (NPS).



Firstsource's Claims Processing and Adjudication solutions streamline payers' claims operations by addressing inefficiencies across claims intake, processing, adjudication and payment. Our proprietary workflow technology, skilled adjudicators, and automated audit processes significantly help payers to reduce turnaround time (TAT), increase processing quality and accuracy, and reduce backlogs—without the need for further capital investment. In fact, our global and onshore centers process millions of claims per month, and billions of dollars in payments with financial accuracy of more than 99%.

Rely on Firstsource's industry-leading technology and expert staff to improve efficiency and compliance while driving down your cost per claim – from intake to adjudication and payment. Let Firstsource help you create increased value for your members, providers, regulatory agencies and other key stakeholders.

Full Claims Support from Submission to Final Adjudication and Payment

Claims Processing

- Backlog conversion and reduction
- Payment integrity and validation
- Coordination of benefits
- Claims re-pricing
- Peak period overflow support

Verification

- Service line verification
- Member and provider verification
- Correct coding edits

Claims Adjudication

- Adjustments
- Bundling and duplicate analysis
- Denials management and appeals processing

Firstsource supports a wide variety of claims across multiple plan types, processing platforms, and fund accounts such as FSAs, reimbursements, deductibles, co-pays, and more.



Improved Operations with Experienced Staff and Superior Technology

To keep your operations moving at their fastest and most efficient, Firstsource provides a highly trained and qualified staff using a proven right-shoring model combined with proven proprietary technology, including:

High-performance imaging systems to convert and reduce backlogs

1

Data mining and analytics for payment validation, bundling analysis, duplicate analysis, and correct coding

2

Automated member and provider verification

3

Streamlined, digital workflows for quick, accurate appeals review and response

4

Centralized and secure, HIPAA and PCI compliant data management

5



CONTACT US

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Helping Customers Stay Ahead of the Curve through Transformational Technologies and Capabilities

Firstsource Solutions Limited is a leading provider of customized Business Process Management (BPM) services. Firstsource specializes in helping customers stay ahead of the curve through transformational solutions in order to reimagine business processes and deliver increased efficiency, deeper insights and superior outcomes.

We are trusted custodians and long-term partners to 100+ leading brands with presence in the US, UK, Philippines and India. Our 'rightshore' delivery model offers solutions covering complete customer lifecycle across Healthcare, Telecommunications & Media and Banking, Financial Services & Insurance verticals. Our clientele includes Fortune 500 and FTSE 100 companies.