Quality Assurance

Delivering Value through Personalization

Helping You to Exceed the Highest Quality Standards

As a healthcare payer, you must meet the demands of multiple stakeholders—members, providers and regulators—who often underestimate the importance of quality in a value-based world. If you don't provide the best customer experience, members will find a payer who will. At the same time, the highest-quality performance is expected from providers and regulators alike. Anything less can result in lost revenue, reputation damage, and increased penalties.

Firstsource helps you meet the demands of all your important stakeholders with Quality Assurance services focusing on optimizing the efficiency and accuracy of your critical processes, platforms and resources across claims adjudication, provider data management, customer service, and member enrollment and billing. We apply expert process analytics, customer intelligence, and advanced automation to help you reduce turnaround time (TAT) and costly errors, and improve your Net Promoter Score (NPS).

Firstsource uses root-cause data analysis, internal and external audit tools, robotic process automation (RPA), and machine learning to accurately identify and respond to errors—before they enter the process. Rather than relying on a random sample of data, our audits capture and logically analyze 100% of daily data volumes and workflows.

Claims Adjudication: Lower Error Rates, TAT and Manual Processes

A complex and manual claims adjudication process often increases time and errors of payments to members. Improving the first-pass adjudication rate for claims is the most direct and effective way to reduce inventory backlog and achieve faster TAT.

CASE STUDY

One of the largest healthcare payers in the U.S. was faced with aged claims processed with an average TAT of more than 10 days at an accuracy rate of 99.32%–resulting in $21 million of incorrectly paid claims in a single year.

With 17% of total claim adjudication handled manually, the payer set a goal to improve the efficiency of first-pass claims by 20% and increase overall accuracy to 99.8%.

The Solution

Using high-level process analysis, Firstsource's quality assurance team discovered that while 65% of claims were resolved, 35% were referred to other departments. In addition, the team found that, on average, more than 280,000 claims per year were sent to a data scrubbing team while 20% of claims were routed to an adjustment team, which led to longer TAT and higher cost to process.

Firstsource developed and implemented a pre-adjudication engine, powered by RPA, to automate the processing of 22% of claims that were previously handled manually. To increase accuracy rates, Firstsource used its own RPA-based Virtual Audit tool to validate 100% of claims each production day based on 74 different potential error opportunities, and then isolate suspected errors for real-time validation—helping to improve overall accuracy and reduce claim adjustment volumes.

The Results

- Increased payment accuracy from 99.32% to 99.85%

- Lowered the first-pass error rate from 17% to 13%

- Automated 22% of processing volume through pre-adjudication

- Reduced TAT by more than 30%

- Decreased the age of claims from 10 days to less than 7 days

- Eliminated more than 50% of manual processes

Provider Data Management: Higher Accuracy, Speed and Satisfaction

The risks of maintaining inaccurate provider data can be long-lasting and very costly in terms of increased cost due to audits and fines, damage to your reputation, and lost revenues resulting from dissatisfied members and providers. Addressing key data quality and management issues can go a long way in guaranteeing the accuracy and speed they demand.

CASE STUDY

A large U.S. healthcare payer was faced with an intricate, labor-intensive process that led to an average of 20-25 minutes to complete a provider request. In addition, non-standard data formats received from providers placed accuracy and TAT at greater risk. With provider data accuracy trending at 98%, it took an average of 10 days to complete a provider request in the payer's Provider Contract and Data Management (PCDM) platforms. Incorrect provider data adversely impacted the provider experience and the payer's NPS, as well as the ability to generate timely and accurate payments to providers.

The Solution

Firstsource's advanced data loading and analysis tools helped the payer reduce complexity, produce error-free requests, and achieve faster TAT by:

- Establishing end-to-end ownership of provider requests, from submission to closure

- Eliminating multiple hand-offs and duplicate provider updates

- Standardizing provider data formats

- Auto-mapping at least 50% of provider input with the payer's workflow system

The Results

- Increased productivity by 80%

- Reduced TAT from 10 days to 1-2 days

- Improved overall PCDM accuracy from 98% to 99.8%

- Increased volume per hour by 30%

Enriching the Customer Experience

Acting on Customer Intelligence

In addition, we use our proprietary First Customer Intelligence solution as an effective quality assurance tool. It enables us to mine valuable data from customer interactions along all your communication channels based on individuals' tone, emotion, and content. That data can be turned into actionable insights to improve customer service, enhance products, and optimize processes that lead to increased revenue and decreased cost to serve—and an improved NPS—demonstrating high customer satisfaction that helps drive new members.

Contact Center Service Quality

By monitoring your contact center operations and individual agent performance on a regular basis, we can effectively identify and assess the root cause of problems, and correct problems swiftly before they occur again in the future. We assess the quality of our own auditors as well, with your team in attendance, so you can be confident in the accuracy of all assessments. And it's all done with comprehensive reporting and transparency, giving you full visibility of the services we perform on your behalf.

- Daily monitoring provides up-to-the-minute assessments of quality
- Effective error analysis and root-cause determination using the highly effective Six Sigma "Five Whys" technique
- Audit-the-auditor validation ensures reliability by establishing fitness to assess agent performance
- Results from our automated Quality Review and Reporting (QRR) platform drive improved agent coaching, performance and recognition

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.