

Case Study: Internal Data & Audit Platform

30% increase in productivity & 50% reduction in technology spend



Client Background and Context

Client with 20+ risk-bearing locations & various data input sources wanted to:

- Partner with a platform to audit codes received from multiple sources
- Improve productivity of each of their locations & divisions
- Increase data quality of codes added by internal & external partners
- Enhance operating margins through cost optimization



Solution



Proprietary NLP-enabled iCRA platform that allows data from multiple sources



Automated solution for 2nd and 3rd level code review & quality check



Increased visibility into workflow for capacity management through real-time dashboards



Impact Delivered



1 integrated platform for 22 staffed locations



30% increase in productivity from streamlined workflows



50% reduction of in-house technology costs