

# Auto-adjudication of insurance claims

## Challenge

Claims-adjudication platforms can apply pre-scripted business logic, follow repeatable patterns, and automatically process standard claims. However, when exceptions occur or external data is necessary, most claims systems lack the intelligence to act as virtual users and seek out resolutions. As a result, *complex or irregular* claims require manual adjudication.

Manual adjudication creates several issues:

- Elevated claims processing costs.
- Lower quality and consistency.
- Increased service time and a larger backlog of inventory.

Improvement of first-pass rates (FPRs) requires:

- Inspection of why primary platforms suspend claims.
- Analysis of the manual workflows used to resolve suspend claims.
- Software robots that use the logic and processes of your best claims examiners to increase auto-adjudication.

## Solution

OpenConnect's **AutoiQ™** robotic process automation (RPA) software and **WorkiQ®** desktop analytics software team up to provide the actionable intelligence and digital workers needed to quickly improve operational FPRs. This two-pronged OpenConnect solution follows a simple approach:

- WorkiQ provides analysis of applications and claim metrics used by manual claims examiners.
- WorkiQ provides the data needed to identify and understand high-value opportunities for the use of AutoiQ.
- AutoiQ software robots rapidly queue inventory, apply shared learning to auto-adjudicate complex claims, and dramatically increase FPRs.

## Benefits

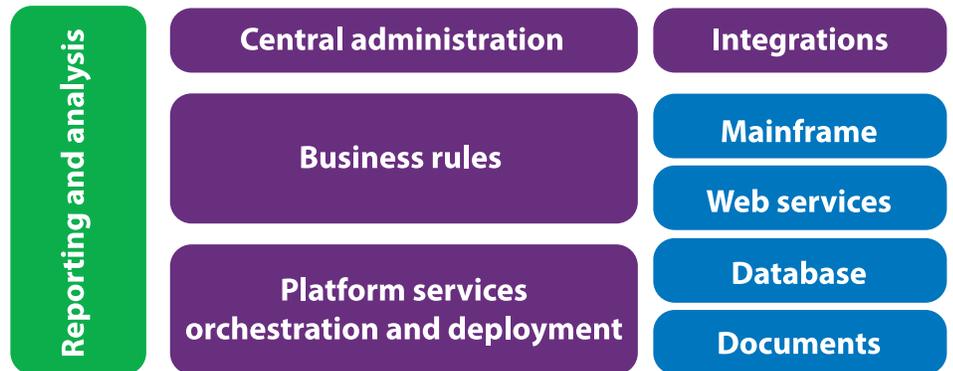
AutoiQ can span multiple systems, applications, and services in order to quickly process high-impact edits and reduce your need for manual claims adjudication. AutoiQ automation results in:

- Lower total cost per claim.
- Fewer processor FTEs.
- Fewer adjustments.
- Improved time of service.

AutoiQ delivers quantifiable results, rapidly improves claims operations, and delivers ROI within one year of deployment.

To see how OpenConnect automation has helped customers achieve success, visit [openconnect.com/automation](http://openconnect.com/automation).

## OpenConnect automation components



See a live demo  
of AutoiQ.

Seeing is believing. To arrange for a **live, online demo** of AutoiQ — and to learn more about how deploying AutoiQ can help you reduce your operating costs — contact OpenConnect at [sales@openconnect.com](mailto:sales@openconnect.com) or 800.551.5881. Visit OpenConnect at [openconnect.com](http://openconnect.com).