

CASE STUDY

Processing enrolments for a leading US healthcare company

A leading American healthcare company and health insurance provider needed to deploy an effective solution for its enrolments processing, and better manage their fluctuating volume – high volumes in senior citizen market enrolments and intermittent fluctuations on a day-to-day basis.

Capgemini's customer interactions team developed and implemented

a customer enrollment data identification module, leveraging its Intelligent Process Automation Factory and artificial intelligence (AI) accelerators to speed up its enrolments processing.

This included a modular staffing approach to manage seasonal volume spikes, a modular training program supplemented with e-learning

modules, and e-learning modules for Health Insurance Portability and Accountability (HIPAA) and protected health information (PHI) annual certifications.

In turn, this solution delivered a range of tangible business outcomes:

