

SPEEDING UP CLAIMS PROCESSING AT A LARGE CABINET LEVEL FEDERAL CIVILIAN AGENCY

AT-A-GLANCE

Industry

Federal Government

Goal

Reduce claims backlog to respond to constituent claims faster.

Solution

Leverage Hyperscience to automate incoming mail processing for constituents benefit claims.

Results

>96% Accuracy

>99% Automation

- More timely and reliable claims processing
- **Over 115,000 claims** processed automatically within the first 3 months

BACKGROUND

A large cabinet level federal civilian agency that provides near-comprehensive healthcare services and non-healthcare benefits.

Today, millions of claims are filed with the agency. These claims come in a variety of formats including mail, fax, and electronic submission. Almost all of the claims received contain a degree of handwritten text. Faced with a growing backlog of hundreds of thousands of claims and about 3 months processing time, the agency embarked on a 5-year contract.

The contract was for a variety of

upgrades, including the automatic processing of incoming mail claims. It's the first step in a larger digitization effort for the agency, with the vision of providing greater visibility and transparency about where claims are in the process.

CHOOSING HYPERSCIENCE

The agency wanted to speed up processing times without sacrificing accuracy. It knew the variability and diversity of documents received required an intelligent, flexible solution.

To complicate matters further, these are large file submissions - often downloaded from the agency's website, filled out by hand and mailed in - nearly all contain handwritten text and other difficult conditions that Optical Character Recognition [OCR] and other legacy products cannot reliably handle.

The Hyperscience Platform is built to tackle challenging conditions which cause legacy tech to fail, including scan/fax distortions, handwritten and printed text, and patterned or textured backgrounds. The Platform also uses a single extraction model for handwritten and machine printed text, as opposed to other products that require an operator to manually select which model to use.

Hyperscience's proprietary Machine Learning models read outside the box and are smart enough to drop out details of the template to only return the relevant data. This enables Hyperscience to deliver the highest accuracy and automation rates available today, and it continues to learn on an organization's data - behind their firewall - to drive lower

error rates and higher automation.

With a tight timeframe for implementation and the help of IBM and their federal systems integration partner, Aptive, the agency was **up & running with Hyperscience roughly two months after the contract was signed.**

Hyperscience's infrastructure-agnostic solution, robust API, and interoperability made standing up a production environment smooth and seamless, enabling the agency to handle high-volume processing.

Using Hyperscience today, the agency can quickly and efficiently classify documents while reliably extracting handwritten information. **In the first three months, more than 1 million pages, or 115,000 claims, were processed automatically.**

RESULTS DELIVERED

The agency measures success based on the rate of forms that can be accurately processed end-to-end. Whereas with their old solution they were achieving roughly 77% accuracy rates, **today with Hyperscience, they're targeting - and exceeding - over 96% accuracy and 99% automation.**

In addition to decreasing claims processing intake times and reengineering their workflows to be more efficient and effective, they're also freeing up valuable employee time to focus on more strategic, innovative initiatives that better serve constituents and their families now and into the future. ■