



Customer Success Story

Healthcare

A Leading Healthcare Business Solutions Provider Revolutionizes Healthcare Claims Processing with AI-Enabled Solutions



Value Delivered

91%

Data Capture Accuracy,
Reducing Manual Processing

40%

Reduction in Claims Document
Handling

60%

Drop in HIPAA violations within
3 months of go-live



Challenge

The client aimed to eliminate manual errors and HIPAA violations, prioritizing precision and compliance with a "first time right" approach.



How We Helped

- Enabled a precision-focused AI workflow for healthcare claims processing.
- Automated case document handling to reduce manual intervention.
- Intelligent Document Processing (IDP) for enhanced data extraction from unstructured medical documents.
- Ensured accuracy and compliance, streamlining downstream processing.
- Automated audit trail creation ensured compliance with regulatory requirements.



EIQ Features Used



Data Flows



Process Flows



Multi-channel Apps



Decision Automation



Analytics and Reporting



RPA



Big Data

EQ Platform Overview

End-to-End Intelligent Business Automation Platform



Process Flows

Automate enterprise workflows and create seamless customer and user journeys quickly.



Event Flows

Process and analyse events in real time to predict real-time threats and identify opportunities.



Decision Automation

Simplify complex decision logic to make accurate decisions in changing business environments.



Analytics and Reporting

Derive actionable insights for your business with robust analytics and present data in rich reports.



Business Rules

Define and update business rules quickly with audit trails to identify and track changes.



RPA

Leverage the power of non-intrusive, unified RPA



Data Flows

Handle structured and unstructured data with an easy drag-and-drop functionality.



ML Flows

Embed intelligence in the handling of process and data attributes using dynamic ML models.



Enterprise Connectors

Integrate with business-critical systems quickly using pre-built and custom connectors.



GenAI

Automate integrated text generation within process, data, or event flows using GenAI



Multi-channel Apps

Create dynamic web and mobile applications with new or pre-built templates that can work online or offline.



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