A leading eyecare group automates claims verification and submissions with Nividous platform

NIVIDOUS

Organization

A market leading eyecare group empowers eyecare professionals with the tools and resources necessary to provide their patients with full-scope professional eyecare and the highest quality product assortment and value. The customer has arrangements with more than 40 insurance carriers offering hundreds of different insurance plans for its wide range of eyecare products and services.

Challenges

Each day, the customer received numerous submissions for claim processing. Each submission required administrative staff to manually verify details and update isolated systems, in addition to relaying patient communication.

- The details of claim submissions were retrieved through an internal legacy application
- Personnel were required to verify submitted claims against eligibility criteria, manually visiting the respective carrier websites
- The team was required to populate carrier web forms to complete submission, and also update status on multiple systems
- The process was time consuming and created delay in receiving payment from insurance companies

Solution

To enable process efficiency, speed and accuracy, the entire claim verification and submission process is now managed by Nividous platform. Nividous Bots can be scheduled to run at specific intervals, or can be executed on-demand.

- Nividous Bots retrieve details of each claim from a legacy system interface
- Bots then log-in to the carrier website, verify eligibility, update relevant information on carrier web forms and submit the claim
- Bots also update status on various websites and internal systems, providing quick reference to doctors, and enhanced visibility to patients

Processes automated

- **Claims verification and submissions**
- Claims eligibility check
- Patient appointment scheduling Data migration
- Report automation
- New stores and employee onboarding
- Price change management

Nividous platform has proven to be a game-changer for our end-to-end claim verification and submission process. The unnecessary delays are now eliminated. Both doctors and patients have clear end-to-end visibility. We can deliver a happier patient experience with automated and timely communication. We have also successfully expanded the use of the Nividous platform across the enterprise to automate several processes.

Chief Information Officer
A Leading Eyecare Group

For more information on how healthcare professionals use Nividous platform visit:
https://nividous.com/case-studies#healthcare

Benefits

95%
Manual tasks are automated

100%
Claim data accuracy

>80%
Claim payment cycle efficiency