

A background image showing a medical setting with a stethoscope, an ECG monitor, and a chest X-ray.

HOW A LARGE HEALTH INSURANCE COMPANY SIMPLIFIED ITS WORKFLOW AND CUT PAYROLL BY 90% (WITH NO LOSS IN PRODUCTIVITY)

It's no secret. Health insurance companies are continuously trying to reduce administrative costs as part of a larger strategy to stay competitive. In the United States, administrative costs can run as high as 12 to 18% of total operating expenses. That was certainly true for one large private health insurer, a company with 11 million customers and 50,000 employees.

The administrative costs for the company's delegate reporting program was very high. Delegation, the process by which the insurance company contracts with service providers (delegates) to act on its behalf, required a staff of ten. Each month, delegates are required to submit reports detailing their compliance with the company's policies and procedures. The company, in response, uses the information to issue its own compliance reporting to various agencies, including the Centers for Medicare and Medicaid Services (CMS).

The collection process was cumbersome and unreliable. Employees would manually request the compliance reports, over email, from delegates (400+). The reports were often too large for email, which necessitated more communication. The company's email platform did not have an API, which made workflow automation impossible and kept input errors high.

The company wanted to improve its process for delegate reporting without interruption or data loss. It sought a partner who could provide the following in a workflow platform:

- The platform would carry the company's name, including subdomains, for the links used to access the service. This would 1) ensure positive brand identification, 2) avoid confusion and association with third-party applications (e.g., Dropbox), and 3) bypass contractor loss prevention programs triggered by suspicious links.
- The platform would be secure. It would protect personally identifiable information (PII) and satisfy HIPAA Rules. It would encrypt sensitive data, both in transit and at rest.
- The platform would be intuitive and accessible, preferably with a web-based interface. It would not require installation software or plug-ins.
- The platform would include a REST API so that data aggregation and validation could be asynchronously notified of new report submissions.



RELIABLE



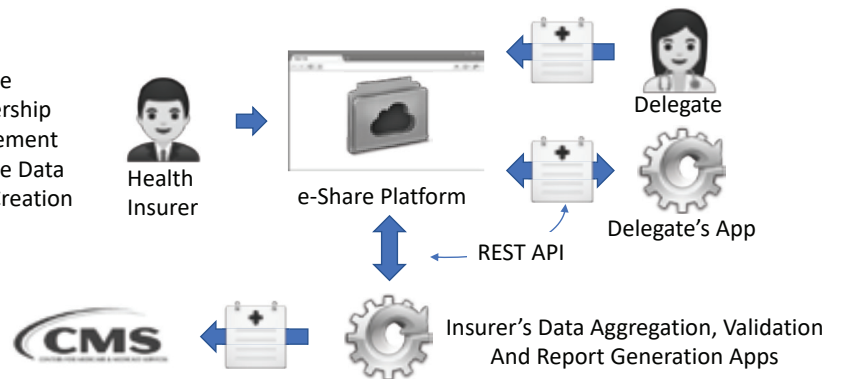
SECURE

The company chose e-Share as a partner. In addition to satisfying its operating requirements, e-Share provided additional benefits:

- The company could validate delegate satisfaction and adoption before coding using a small sample because e-Share allows for manually prototyping of workflows.
- The company could quickly refine and prove the workflow through scripting, before full automation, because e-Share provided both a script interface and a REST API.
- The company could share simple scripts (e.g., cURL) with delegates, allowing them to automate their processes and enjoy the same lifts in productivity.

e-Share has enabled the company to slash the delegate reporting team by 90% -- without a productivity drop-off. Delegate reporting, formerly laborious and error-prone, is now simple and accurate.

- Delegate Membership Management
- Delegate Data Room Creation



Delegates are pleased with the e-Share platform, particularly the virtual data room for inputting reports and viewing historical submissions.

The company is now examining file-based workflows in other departments in the hopes of replicating the impact e-Share had on its delegate reporting program.

E-SHARE
 470 ATLANTIC AVE
 SUITE 400
 BOSTON, MA 02210

WWW.E-SHARE.US

INFO@E-SHARE.US
 617-520-4120