

One of the largest private healthcare groups in South-East Asia. There are six different hospitals with 34 hospital branches in the group.

Cherrywork® Cloud-based Insurance Management & Gateway Portal Application

Challenge

- Client was using manual process to manage their insurance claims
- Loss in time and effort due to the large scale of operations

Solution

- Implemented SAP Cloud based solution and automated the insurance claim process between hospitals and insurance companies and digitized the insurance claim process from manual (fax/email/phone) to automated via interfaces and API management. They also implemented customized Insurance Management System (IMS) based on customer needs and automated billing process between hospitals and Insurance companies

Outcome

- Shorten the claim process which results in **lesser waiting time** and a better experience for patients
- Automate insurance claim processes and gives end-to-end visibility at every stage of the process
- Support various integration patterns including real-time, point to point, multiple senders and receivers and content-based routing of message
- Secure and reliable real-time transaction processing with easy report generation, payment settlements and account reconciliation process

Business Impact

65% Reduction in recovery costs

<50% Increase in efficiency of workflow