

# neostella Insurance



With RPA you can automate many processes within the insurance workflow, and our team of analysts and developers can help you determine which processes will drive the greatest results for your unique business. The most common RPA use in the insurance industry is claims processing:

Logging	Validation	Adjudication	Payment
Manual claims entry Electronic claims Direct data entry Verify in/out network diagnosis	Membership checks Eligibility checks Entitlement checks COB checks DRG/pricing assignment	Adjudication rules: Eligibility, DRG, Payment Limit, Workflow, Payment, Denial Claim authorization - Policy segments Audit: Logging, Denial, Adjudication	Explanation of benefits EFT/ check payment Accounting
Proprietary input systems + multiple 3rd party systems		Multiple rules engines + workflow management systems	Accounting & financial management systems

## Drive Revenue and Growth In Your Contact Center

Don't miss upsell opportunities. Easily generate additional revenue when opportunities are presented to customers during calls.

- ▶ Bot assistants work alongside agents, scanning customer files for policy purchase data and identify upsell opportunities based on data-driven rules
- ▶ Bots present agents with scripts or questions to present to customers to inform them of additional product availability.
- ▶ Customer enjoys convenience and cost savings when policies are bundled under one company.

## Other RPA Uses for Insurance providers include:

- ▶ Operating/process analytics
- ▶ Manual data entry
- ▶ Data transfer/integrations between legacy systems
- ▶ Regulatory compliance
- ▶ Policy cancellation
- ▶ Form registration
- ▶ Finance and Accounting
- ▶ Human Resources