

Health Insurance

The purpose is to define a process that will be used by various staff through blueprints media. Since the processes are updated at regular basis thus train the staff or constantly update and distribute the training manual which is sometimes difficult. Therefore, it is not uncommon that the steps can be missed in process because of the gaps of time. So as to document all process in electronic media, update and distribute to staff.

We developed a process and built a tool the helped to guide staff through how to handle each insurance claim follow-up and denial. The process will be designed and entered into the tool by the company's qualified and experienced administrator and staff will have step by step guidance on how they should work on accounts. Essentially, this software is equivalent that person at higher authority can sit with staff and give instructions to work through every account. Moreover, as soon as the processes change, administrator can quickly update the processes within the tool which helps other ensures that staff work on accounts in a most effective and approved by the company. Overall, claim process is made easier, faster and exciting!

