

Client Success Story

Travel Insurer Improves Claim Documentation with KnowledgeLake



Client Profile

FEATURED CLIENT

Travel Insurance Provider

INDUSTRY


Insurance

“Our operations department was trying to solve the problem of needing to process every email and piece of physical mail individually. We needed to streamline the location of all incoming mail into a single queue to be processed.”

– Claims Manager

BUSINESS NEEDS This travel insurance provider’s operations departments was struggling with the inefficiencies of manually processing each document that came into the organization. These inefficiencies were compounded by a growing volume of incoming claims due to the pandemic. The organization needed a streamlined solution that would place all incoming claims mail into a single queue, enabling them to easily monitor and process mail while maintaining compliance with insurance regulations.

SOLUTION The organization chose the cloud-native KnowledgeLake platform to address their operations and compliance needs. They use KnowledgeLake to scan and process incoming client claim mail (both paper and electronic). Since KnowledgeLake is integrated with the organization’s proprietary claims processing system, employees can easily search and retrieve specific claims directly within the claims system. The organization’s documents are indexed with their internal claim number. Using the integrated KnowledgeLake search feature inside the claims view page, employees can easily access indexed documents without leaving the claims



“The ability to auto-upload into KnowledgeLake rather than manually uploading individual pieces of mail has improved the quality of our claim documentation.”

– Claims Manager

view home page.

Being a cloud solution, KnowledgeLake fits in well with the organization’s existing and future infrastructure. The organization plans to use Azure for all future infrastructure buildouts. Moving to the cloud with KnowledgeLake has enabled the organization to take advantage of enhanced security, greater system availability and document access across multiple business sites.

BENEFITS

Multi-Site Access to Documents

Storing the organization’s documents on a cloud-based platform enables all three of their business sites to access claims documents and aid in their claims inventory. Storing documents in the cloud also gives the organization’s operations department access to documents which allows them to

train each site on processing claims inventory.

Improved Claims Processing Productivity

The automation of mail ingestion has improved productivity as it enables employees to process a greater number of claims each day.

Time Savings

When the organization had paper claims documentation, employees were required to print documents, create files and place documents into folders. When they received new documentation for an existing claim, their mail and records department had to locate the claim file and place the new information in the file to be processed.

“Digitizing our claims documents has enabled our organization to save on claim processing time and close claims more quickly.”

– Claims Manager



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