

Insite saves best-in-class medical insurance company \$1.6 million through advanced training and project execution support.

For more than 60 years, this best-in-class medical insurance company has prioritized customer health and wellness, been centered on the health and well-being of customers across the U.S. Today, more than 17 million people turn to them for health plan coverage and insurance products.



60%

Top Error Improvement
of Benefit Calls

\$1.6 million

Saved Through Optimized Processes
& Improved Training



Challenges

This client services an enormous customer base, making accurate and comprehensive analytics one of the most critical components to understanding what drives the success of their operations. They have stayed at the forefront of the medical insurance industry by proactively identifying opportunities and practicing continuous process improvement to drive innovation and success.

With a top priority of efficiency and an exceptional customer experience, our client was looking to upskill their Customer Service and Claims management teams with improved data and process analytics skills. Additionally, they wanted to rationalize their metrics into concise and high-value reports, including what KPIs to track, metric targets, and an optimized reporting schedule. The client partnered with our experts to engage in our proprietary ccSigma™ Training Program and gained valuable, comprehensive, education and best practices for their leadership and frontline.



Solutions

Our engagement began with a two-tiered approach to meet the client's need to improve management analytical skills and achieve their overall efficiency goals.

ccSigma™ Yellow & Green Belt Training: This proprietary program applies the concepts and tools of Sigma methodology to the operations of contact center and back-office environments. Our client's leadership, management, and frontline teams all gained advanced techniques to efficiently analyze performance opportunities, develop high-impact solutions, and quantify the business results.

Project Execution Support: Following initial training, we implemented support measures to guarantee our client's optimal use of their advanced analytics skill set. Our experts mentored their staff and reinforced the training material beyond the classroom through frequent "working sessions" to drive accountability and ultimately deliver a rapid return on investment. The client was also able to rely on our team for assistance in executing new solutions identified through the practice of our training.

To provide optimal support across a variety of newly identified projects, we took a deep dive into departmental operations to identify improvement opportunities and pinpoint the root causes of suboptimal processes. From there, we recommended more efficient practices that could be easily implemented now that staff had the advantage of ccSigma™ Training. Our experts continued to support and train staff where needed to ensure successful execution of these new initiatives.



Results

We pride ourselves on our historical track record of delivering quantifiable monetary value in every engagement through efficiency and/or revenue generation improvements and this engagement followed suit. With our support, this client gained significant results:

- Projected Top Error improvement of 7,039 benefit calls per year, a 60% reduction from previous error-logged practices.
- \$1,600,000 in savings from optimized analytical processes and staff training

If you would like to learn more, contact us at connect@callinsite.com

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