



LTCG Achieves up to 70% Improvement in Claims Processing Proficiency with Kryon Full-Cycle Automation



LTCG

Overview

Long Term Care Group (LTCG) is a leading provider of business process outsourcing for the insurance industry, managing complex long-term care portfolios to maximize financial performance. LTCG has more than 1.4 million long-term care policies currently under its management, representing nearly 20% of all active policies. The company serves over 50 national carriers, including every one of the top 10 insurers in the long-term care market.

Having already successfully deployed Kryon's [Attended](#) and [Unattended](#) Automation solutions, LTCG was keen to extend the scope of its [RPA](#) project to cover additional departments. The company's primary goal in this latest phase was to radically simplify the often-cumbersome tasks of insurance billing and claims processing.

Key Benefits



70% improvement in claims processing proficiency



83 unique processes discovered within 2 weeks



7 processes automated within the first month following discovery



Total cost savings of **\$300,000** per year



Human error practically eliminated

The Challenge

Because of the people-driven character of the long-term care insurance industry, a large proportion of LTCG's day-to-day work was based on hand-written documents such as notes and faxes. Processing such a wide variety of paperwork naturally relied heavily on labor-intensive, manual efforts that were both repetitive and time-consuming in nature. To add an extra layer of complexity to the situation, LTCG uses a proprietary software solution to interface with corporate insurance clients. Compatibility with this solution would be a key prerequisite for LTCG when adopting new technologies.

Based on their prior experience with Kryon's [Attended](#) and [Unattended](#) Automation solutions, LTCG knew that Kryon's [Full-Cycle Automation Suite](#) was the right choice for streamlining their insurance billing and claims processing procedures. Nonetheless, they needed to ensure that any selected solution would be compatible with their proprietary software, as well as being straightforward to implement, very reliable and easy to scale up at a later date.

“Kryon has helped our existing workforce embrace the digital transformation of our organization. We now have people who are more interested than ever in moving over to digital processing.”

Justin Kruse, Operations Consultant

LTCG





The Solution

To facilitate the expansion of their automation project, LTCG opted to use Kryon's unique [Process Discovery™](#) tool, part of the [Kryon Full-Cycle Automation Suite](#), to identify further processes to automate in the insurance applications, billing/administration and claims processing domains.

The key consideration behind LTCG's decision was the advanced, field-proven capabilities of [Process Discovery](#). Equally important was the fact that the [Full-Cycle Automation Suite](#) is platform and application agnostic, meaning that it would have no trouble integrating seamlessly with LTCG's existing proprietary software. Lastly, Kryon's unmatched industry experience and track record, as well as the company's core values of commitment to delivering success and creating genuine and lasting partnerships with customers, was a significant draw.

LTCG rapidly deployed [Process Discovery](#) on around 345 virtual machines across the company over a time span of less than two weeks. As a result, 83 unique processes were discovered, of which seven were automated very quickly. Thanks to Kryon's solution, LTCG has realized an improvement of up to 70% proficiency in claims processing, with human error practically eliminated, leaving agents able to focus on providing amazing customer service instead.



Kryon Process Discovery is ... a very exciting thing for us here at LTCG... [It] bridges the gap in terms of ease of use for business users with no tech background."

Justin Kruse, Operations Consultant

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The Results



Processes for automation identified fast

After [Kryon Process Discovery™](#) deployment, more than **593,000** actions and over **565** unique identifiers were successfully recorded. These included **83** unique processes, **seven** of which were automated right away, with many more automations planned.



Up to 70 percent improvement in process proficiency

An improvement in proficiency of up to **70 percent** has been realized, with processes now executed effortlessly and flawlessly with the highest degree of accuracy, speed and delivery.



Superior levels of customer experience achieved

Agents are now freed up to concentrate on what really matters – providing an exceptional customer experience. Closely related to this, increased upselling opportunities mean increased revenues per customer.



Enhanced efficiency and employee satisfaction

The automation of claims processing has virtually eliminated human errors. This means less time and money wasted on finding mistakes, as well as happier and more satisfied employees.

Why Kryon's Full-Cycle Automation Suite?



Kryon is the only vendor in today's fast-moving RPA space with a proven track record in full-cycle automation and an extensive and continually expanding customer base.



As a one-stop automation shop, the [Full-Cycle Automation Suite](#) enables the smooth and successful scaling of RPA projects without needing to integrate with solutions from other vendors.



[Process Discovery](#) delivers huge and immediate value in conjunction with RPA, significantly boosting digital efficiency.



The excellent future growth potential in areas such as cognitive services and departmental expansion.



"We've had a lot of good success using [Kryon's] solution for the full-cycle of automation from the discovery of processes to turning on the automation and scaling it up."

Justin Kruse, Operations Consultant

LTCG

For more information visit kryonsystems.com

