

# Maximizing operational efficiency

## Provider enrollment



### Client

Our client is a large Medicare Administrative Contractor.

### Background

This MAC asked EXL Consulting to provide a transformational roadmap to carve the path to achieving gold standard performance for Provider Enrollment. EXL Consulting worked with executive management and subject matter experts to shape a vision to address immediate needs and support strategic planning.

### Challenge

Our client was performing at a rate 70% below the desired gold standard objectives for Provider Enrollment and needed to leverage their investment in Hyland OnBase software platform.

### EXL consulting solution

EXL Consulting's process assessment consisted of subject matter expert interviews, process shadowing and modeling and examining existing documentation. Partnering with the client's business excellence team, EXL Consulting established metrics to time current processes and identified target improvement areas. The output was a published phased roadmap tailored to provide for quick (trust building) wins and more strategic improvements for longer term sustainability and scalability.

The productivity rates have continued to trend upward through our phased implementation of the project despite a significant change to the business operations.

Within the first 6 months, the

productivity  
rates  
have **50%**  
increased over

and are projected to  
approach **2X**

Continued talks are in place to  
extend the partnership with  
visibility to

increase  
productivity **3X**  
by

# Maximizing operational efficiency - Provider enrollment

## Improving provider enrollment

**Phase 1:** Building off the BluePRINT™, EXL lead delivery and demonstration of OnBase and the ability to generate results. The solution focused on workload management, building on an existing application to eliminate manual work.



**Phase 2:** This phase took an aggressive goal and delivered a new workflow to replace the client's current application. Leveraging the workload management code introduced in Phase 1, a new, dynamic eForm user interface was introduced to enhance the Provider Enrollment's front line operations, facilitating document indexing and tracking.

**Phase 3:** Currently in progress, this phase is introducing advanced workflow and system automation including auto-mated work creation and in-dexing, letter generation and submission, and systematic workflow monitoring using timers to act on and progress work according to established business rules.

## About EXL

EXL (NASDAQ: EXLS) is a leading operations management and analytics company that helps businesses enhance growth and profitability in the face of relentless competition and continuous disruption. Using our proprietary, award-winning Business **EXLerator Framework**®, which integrates analytics, automation, benchmarking, BPO, consulting, industry best practices and technology platforms, we look deeper to help companies improve global operations, enhance data-driven insights, increase customer satisfaction, and manage risk and compliance. EXL serves the insurance, healthcare, banking and financial services, utilities, travel, transportation and logistics industries. Headquartered in New York, EXL has more than 24,000 professionals in locations throughout the United States, Europe, Asia, Latin America, Australia and South Africa.

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