

Automating Reimbursements: Transforming Efficiency and Transparency in Health Insurance

WHO WE ARE

“ UB Technology Innovations is a Microsoft Power Platform delivery partner offering no/low-code solutions, virtual bots, RPA, and data insights. We help clients on their digitalization journey by automating tasks, optimizing workflows, and providing a competitive edge through quick app deployment. ”

WHAT WE DO

- Enhanced Transparency
- Enhance Productivity
- Improve Service Delivery
- Reduce Operational Costs
- Improve Time to Market
- Reduce errors



THE CLIENT

A leading provider of health insurance and IT solutions, has experienced a significant surge in demand for its comprehensive coverage and cutting-edge technology, solidifying its position as a trusted partner for healthcare organizations.



CHALLENGES

Our client has reimbursement policies that define eligible expenses, spending limits, and submission deadlines. It follows the manual reimbursement process, which allows individuals, including vendors, to recover legitimate out-of-pocket expenses incurred during their work or contractual agreements.

However, this manual system is inefficient and prone to errors. It requires a series of steps: a claim is submitted, an approver makes a decision, and finally, finance informs the claimant of the outcome. This approach can be slow, unclear, and lack transparency.



SOLUTION

UB Technology Innovations Inc., has implemented an automated solution using Power Automate to enhance the reimbursement process. Here's how it operates: Power Automate seamlessly captures the request and supporting materials when a claimant submits a reimbursement request along with relevant documents. The system then automatically directs the request to the appropriate approver for a swift review.



The approver can efficiently approve or disapprove the request within the system. Upon this decision, the claimant instantly receives a notification, eliminating the need for time-consuming manual follow-ups. Once approved, the finance team is automatically notified to initiate payment processing. The finance team promptly informs the claimant about the status of the successful payment through automated communication.



SOLUTION BENEFITS

The implementation of this automation solution offers several key benefits,

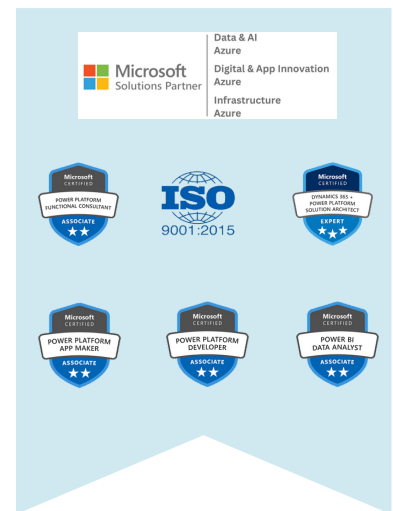
Increased Efficiency: Processing times have been significantly reduced, enabling faster expense recovery and improved cash flow.

- **Reduced Errors:** Automation minimizes human error, ensuring accurate and consistent claim processing.
- **Enhanced Transparency:** Claimants and stakeholders have real-time insights throughout the process, fostering trust and satisfaction.
- **Empowered Workflows:** Finance teams and approvers benefit from streamlined workflows and reduced administrative burdens, allowing them to focus on higher-value tasks.
- **Improved Employee and Vendor Experience:** Quicker reimbursements and greater transparency enhance employee and vendor satisfaction, contributing to stronger relationships and engagement.
- **Direct/Indirect Cost saving:** The Power Automate solution reduces direct costs by freeing up human resources for strategic tasks and minimizing errors, resulting in a 60% reduction. It also generates significant indirect cost savings through improved decision-making, enhanced compliance, and increased productivity.



ABOUT US

UB Technology Innovations, Inc. (UBTI) is a leading global technology solution provider with more than 3 decades of experience across all industries, specializing in Capital Markets (Asset Management), Logistics and Healthcare. We are the preferred Microsoft Gold Certified partner backed by a world-class team of Microsoft Certified experts with rich experience in Azure Cloud Platform and Data Analytics.



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