

HEALTH INSURANCE CASE STUDY

Claims Recovery

Program Objectives:

- Absorb growth in the current operations
- Move the needle on employee engagement
- Improve output per FTE
- Reduce labor cost by 5%

Results:



Increase Throughput

- Increased efficiency by 22% after 20 weeks
- Increased productivity by 18% after 20 weeks



Culture Improvement

- Engagement scores increased from 3.91 to 4.38
- Improvement driven by an increased focus on team communication & individual development



Increase Output per FTE

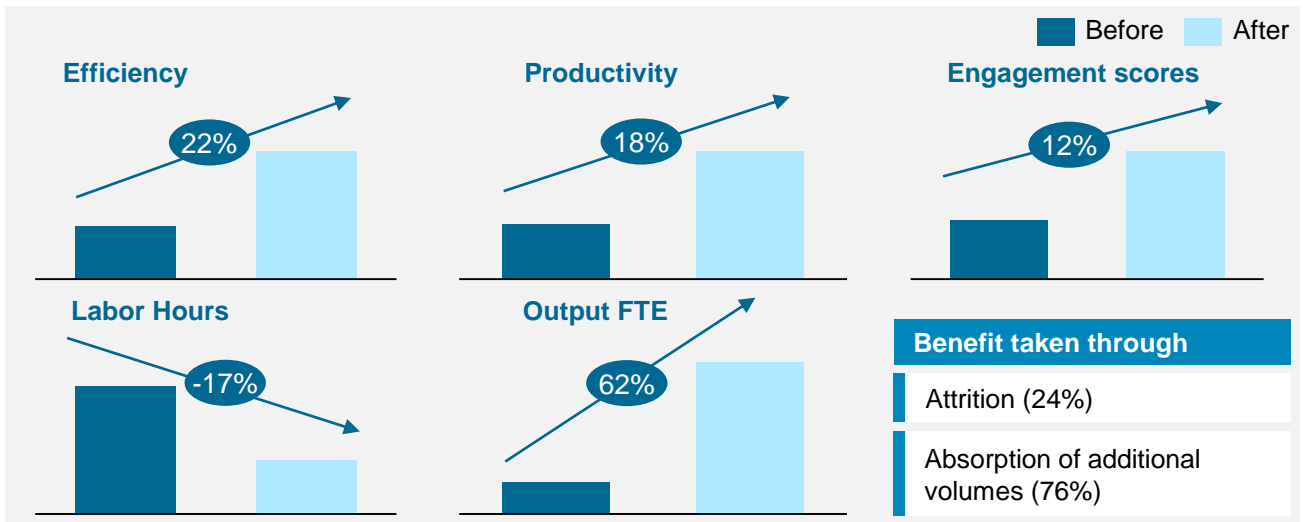
- 62% improvement in output per FTE



Labor Cost Reduction

- 17% reduction in labor hours used to process growing amount of work
- Achieved through generating excess capacity and not backfilling attrition

The realization of benefits



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Enlighten helps me uncover the hidden capacity within my team. I know I can do a lot more than what we are currently producing

Manager

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I am not a numbers person. The amount of reporting and data in Enlighten is vast, and the visual dashboards and graphs help make that data more palatable and accessible

Manager