

Firstsource building a healthcare offering for the US market

New Verticals

- Current healthcare revenues grown to USD 150+ million, 120 per cent CAGR since 2006 – 37 per cent of total organisational revenue, significantly up from 6 per cent in FY2006
- Relations with 800+ hospitals in the US
- Strong onsite presence – 11 centres providing payer and provider services

Background – Collaborated with a Fortune 50 healthcare service provider serving 70+ million Americans through consumer-oriented health benefit plans. Aim to increase service levels to 100 per cent. Firstsource developed/implemented unique processes that delivered faster claims processing cycle times and improved claims settlements.

Benefits

- 100 per cent accuracy of non-keyable claims – adding nearly 40,000 claims processed per month
- Faster cycle times for volumes delivered – improved overall efficiency by 2 per cent
- Ramped up operations from 3,000 claims daily at the start of the engagement to >100,000 daily
- Process recognised by IQPC as the 'Best Six Sigma Project in Healthcare' category