

Automating Adjudication process using Machine Learning



Public Sector
Immersion Day
AWS Glue Delivery
Amazon QuickSight Delivery
Migration Services Competency
Healthcare Services Competency

Healthcare Business Problem

Client is a Managed care organization with 800,000 subscribers. They handle 1,50,000 to 2,00,000 suspended claims monthly. They were keen to reduce cost by decreasing manual adjudication on suspended claims.

Objective

- CitiusTech aimed at helping client to build **machine learning model to Auto-adjudicate** suspended claims and classify claims into paid versus denied
- CitiusTech designed and built a **Customised Model Governance Architecture** comprising Data layer, Services, Schedulers that operationalised the claims adjudication model built during the previous Project

CitiusTech Approach

- **End to End AI-ML solution** that easily integrates into existing workflow
- Python based data layer for storage of daily extracts
- **Automated workflows** for model development, monitoring and deployment cycles.
- **Prediction, Evaluation, Retraining and Drift APIs** which run automatically as per the pre-determined schedule
- Scientific and customized **Composite Drift score** for easy and regular detection of drift in data
- State of the art **Model Performance dashboard** that aids business user in adoption to AI-ML results and also provides business user control

40-50K/week

Total Suspended Claims

8-10K/week

Claims in Prediction Pipeline

~4%

Auto Adjudication Rate Lift

\$2M

Approximate Annual Savings

>95%

Audit Score