Workers' Comp

Consultative & Customized Solutions Exceed Expectations

MIN READ

Problem

A claim department, fatigued by change from recent workflow and regulatory changes, struggled to meet the needs of their customers and couldn’t keep up with pending bill and claim counts. They came to Enlyte for guidance and a solution to ease the information overload that their claim professionals were experiencing.

Solution

Our Client Services and Educational Services teams conducted a needs analysis, in partnership with the client’s leadership team, to determine areas of opportunity for improvement with the claim professionals. We also performed one-on-one “ride alongs” with the claim professionals to gain firsthand feedback of potential knowledge gaps. Based on this input, we developed a custom training program and training materials, and delivered the training to small groups ensuring all questions were addressed. The sessions and materials were designed so that the customer can use them to train new staff as they onboard and to reinforce topics with current staff as needed, in both in a virtual or in-person format.

Outcome

The impact of the training reduced customer and provider calls by more than 50%. This reduction in call volume has allowed claim professionals to focus on core claim handling processes. The additional training made staff more confident in the bill handling processes leading to more job satisfaction. The increase in productivity helped the customer achieve their performance and financial goals.

Call volumes decreased by more than 50% after Enlyte training session for adjusters

VP Medical Management headshot

“Throughout different phases, Enlyte was very accommodating of our needs. Rather than push their own objectives, Enlyte understood our goals and worked diligently to ensure that each timeline was met and each goal exceeded expectations.”

—**VP Medical Management**, Regional Carrier

Download Case Study

Schedule a Consultation to Talk to Your Customer Success Team About the Power of Intersecting Enlyte Solutions



©2022 Enlyte Group, LLC.

mitchell | genex | coventry