



“Confidential Client provides services to drive the best health outcomes for our physician groups and our members.”

Confidential Client Director
of Automations and User
Interfaces

“FlowWright benefits the entire company. It allowed us to become creative in how we configured our system so we could address complex challenges in processing data.”

Confidential Employee



Confidential Client Uses FlowWright Capabilities to Facilitate Rapid High Volume Health Claims Adjudication and Automated Reporting

A confidential client, a wholly owned subsidiary of Health Care Service Corporation, is a complete value-based enablement and management services organization that supports independent providers and payer partners in value-based savings and shared-risk models. The Confidential Client platform – hosting a suite of services that promote clinical excellence, deep analytics, and incentive alignment – enhances quality of patient care while decreasing healthcare costs via unparalleled operational excellence.

Scaling Claims Processing

Confidential Client first adopted FlowWright to sort and process EDI and other files that came to the company. At the time, this was a 6-hour per day burden on a key technical resource who was tasked with sorting and processing the files. Files needed to be loaded into the company's proprietary engine for final processing. Confidential Client rapidly configured FlowWright workflows using its graphical editor and a mix of standard and custom steps in order to fully automate file processing. This eliminated the burden on the key technical resource.

Prior to FlowWright, Confidential Client was processing roughly 1,000 files per week. Within two years, they were processing about 30,000 per week. They now process hundreds of thousands of files per week – scaling easily without additional cost.



"We built a complex workflow with custom steps, and FlowWright provided the guidance we needed."

Confidential Employee

Automatically Creating and Sending Reports

Subsequently, Confidential Client began to use FlowWright more comprehensively with respect to claims adjudication, utilization, and reporting. Confidential Client began integrating and automating more thoroughly using FlowWright's decisions logic, message bus, and workflow features.

Confidential Client automated complex logic to perform claims adjudication, augmenting or replacing more opaque code with more graphical and transparent representations. Then Confidential Client automated the creation and distribution of roughly 2,000 reports. These complex reports involving sourcing data from multiple systems are created and distributed on different time bases – some daily, some weekly, some monthly, some triggered by events. Reports are automatically built and emailed to the appropriate recipients.

The FlowWright Benefits

Confidential Client was initially drawn to FlowWright because of its graphical user interface. Additionally, it provides more options than other systems, which are either too siloed or too slow to manage the throughput the company needs. Microsoft's PowerAutomate, for example, could not work well enough outside of Microsoft's Office365 environment to manage the systems integration required. And UIPath proved far too slow to manage the high volume of complex processing that the company needs.