

MACHINE TRANSLATION FOR PAYERS CASE STUDY

How a Fortune 500 Payer Reduced Medical Claims Translation Costs by 80%

OBJECTIVES

A major U.S. Health Insurer processing thousands of medical claims per month, from a globally distributed workforce, wanted to reduce cost and turn-around time, whilst adhering to a 99.5% quality requirement.

SOLUTIONS

United Language Group (ULG) reviewed the current workflow for optimization opportunities. Then created a custom claims platform through the Octave technology suite utilizing Machine Translation (MT), Translation Memory (TM) and Specialized Language Identification (SLI) that shortened time to market and cuts costs through adaptable workflows and AI technology.

BENEFITS

Reduced costs

The claims platform has been proven to decrease claims processing time by 50% - thus reducing translation costs by 80%.

Lowered administrative and staff burden

With a centralized translation management system, the organization was able to integrate current systems with [OctaveTMS](#), a secure, web-based portal to submit projects, receive estimates, track progress, download reports build translation memory, and manage a terminology database.

Better quality, accuracy and turnaround

Through [ULG's Octave](#) ecosystem the health insurer was able to turnaround their medical claims with lightening speed while maintaining document quality and integrity in over 250 languages.

AT A GLANCE

Challenge

- Adhere to federal guidelines requiring translations to be expedited
- Ensure cost-neutrality or reduction

Deliverables

- Custom Medical Claims Platform created
- 80% reduction in translation costs with no added costs
- 50% decrease in claims processing time
- 24-48 hour turnaround times



"The ability to see the positive KPI's with a consistent volume of 9000 files and a delivery time in under 48 hours is unheard of. All payers should consider this technology"

- Sean Roadhouse, Sr. Project Manager at United Language Group

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SOLUTIONS

United Language Group (ULG) represents the largest combined set of language-based solutions in the world. For this solution we combined Artificial Intelligence, Language Identification, Optical Character Recognition, Translation Memories, curated Neural Machine Translation, workflow optimization and automation, integration technologies as well as a dedicated team of linguistic and project management professionals with deep domain experience.

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Challenge

- 99.5% regulated quality requirement
- Thousands of individuals projects monthly from a globally distributed workforce
- Significant enterprise time and cost pressure for a non-revenue generating cost center.

Deliverables

- Tailored Medical Claims Platform
- Integration of AI, LI, OCR, NMT and TM
- Automated workflow and approval processes tailored to global workforce
- Curated NMT targeted to specific content application.
- Integration to existing customer platforms
- Dedicated and specialized training program



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