

bizzomate

build an agile business

30% more customers through automated medical acceptance

During the process of medical acceptance, the insurer decides whether the applicant will be accepted or declined. Medical acceptance was carried out by means of a questionnaire. This questionnaire is reviewed by a person. The procedure can take up to two weeks. To become more flexible and consistent and to shorten the lead time, the insurer sought out the help of Bizzomate. The solution? A fully automated acceptance process. After the applicant finishes the questionnaire, he or she is notified immediately whether he or she is accepted or not. All business logic and business rules behind the questionnaire have been digitized. And can therefore be easily adapted to changing laws and regulations.

Value

- ✓ Fully automated decision process
- ✓ Increase consistency
 - ↳ 30% more customers accepted
- ✓ Operational efficiency
 - ↳ 10% increase of conversion
- ✓ Time-saving
 - ↳ from 2 weeks to < 0.001 second

Investment

- ✓ 6 weeks 2 FTE

How

- ✓ Straight to processing
- ✓ Webform via Avola Decision
- ✓ Easy adapt to changing laws and regulations
- ✓ Digitizing business logic and decision rules

Connections

- ✓ Avola and front-end (website)