

DIGITAL AMBITION. REALIZED.

Claims Digitization

CASE STUDY

Legacy Forms Conversion that Unlocks Digital Transformation

Unstackr

SITUATION

A leading Canadian health benefits provider faced significant challenges in claims processing, relying heavily on a manual, paper-based system. Frequent user errors and delays associated with traditional mail compounded operational inefficiencies. The urgency for digital transformation intensified in 2020 due to the pandemic when it was not possible to manage operations in person. For example, mailroom closures and social distancing policies severely impacted workflows. This prompted the organization to seek a solution for converting forms and transitioning to a digital claims processing model.

SOLUTION

Unstackr responded to the challenge by embedding Data Capture Applications (DCAs) into the health benefits provider's client portal as Forms & Claims. Unstackr integrated with the client's backend system, replacing the high-volume, previously paper-based claims forms. This move to a digital platform not only eliminated user errors and the reliance on traditional mail but also provided the client with meaningful and analyzable data. Unstackr facilitated an on-premise installation with a multi-step integration and conversion process, ensuring that all high-priority forms were successfully and accurately digitized. This transformation represented a shift toward mobile- and web-based claim processing, making Unstackr the ideal solution.

IMPACT

Unstackr rapidly converted over 220 form templates to HTML5 Data Capture Applications, addressing operational inefficiencies exacerbated by user errors and mail delays. With 1.7 million Canadians having coverage through this health benefits provider, this enhanced operational efficiency and empowered our client with improved decision-making capabilities through the analysis of meaningful data. Beyond addressing pandemic-related challenges, the shift to a digital claims processing system positioned the health benefits provider as more agile and forward-thinking. This transformation not only met immediate needs but also paved the way for ongoing innovation and improved services for Canadian residents.

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