



Shaping Healthcare Possibilities

Success Story

# Enhancing claims negotiation efficiency with Machine Learning

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CitiusTech helped a leading provider of healthcare cost management solutions to improve its claims negotiation platform by prioritizing claims negotiation workload for its negotiators. CitiusTech created machine learning models to prioritize the negotiator's workload in order to maximize profit and optimize time utilization.

## Client Objective

- Help negotiators prioritize their workload to focus on next best claim to work on
- To increase the Daily Average saving
- To increase negotiation success rate
- To increase negotiator's productivity (daily average closure)
- To reduce Claim TAT



## The Solution

Development of ML models for early prioritization of best claim to work on and this is achieved by computing a **claim priority score on individual claim**

### Solution Modeling

#### Total 4 Models used:

- Classification & Regression: Probability of Success (pSuccess)
- Regression: Estimated Savings (eSavings)

#### 5 Business rules influencing the prioritization score:

- Days Until Due Date
- Inbound Activity
- Age of Claim/Bill
- Follow up schedule
- Last Touch Date

### Solution Input

- Last 18 months Claims Data

90%

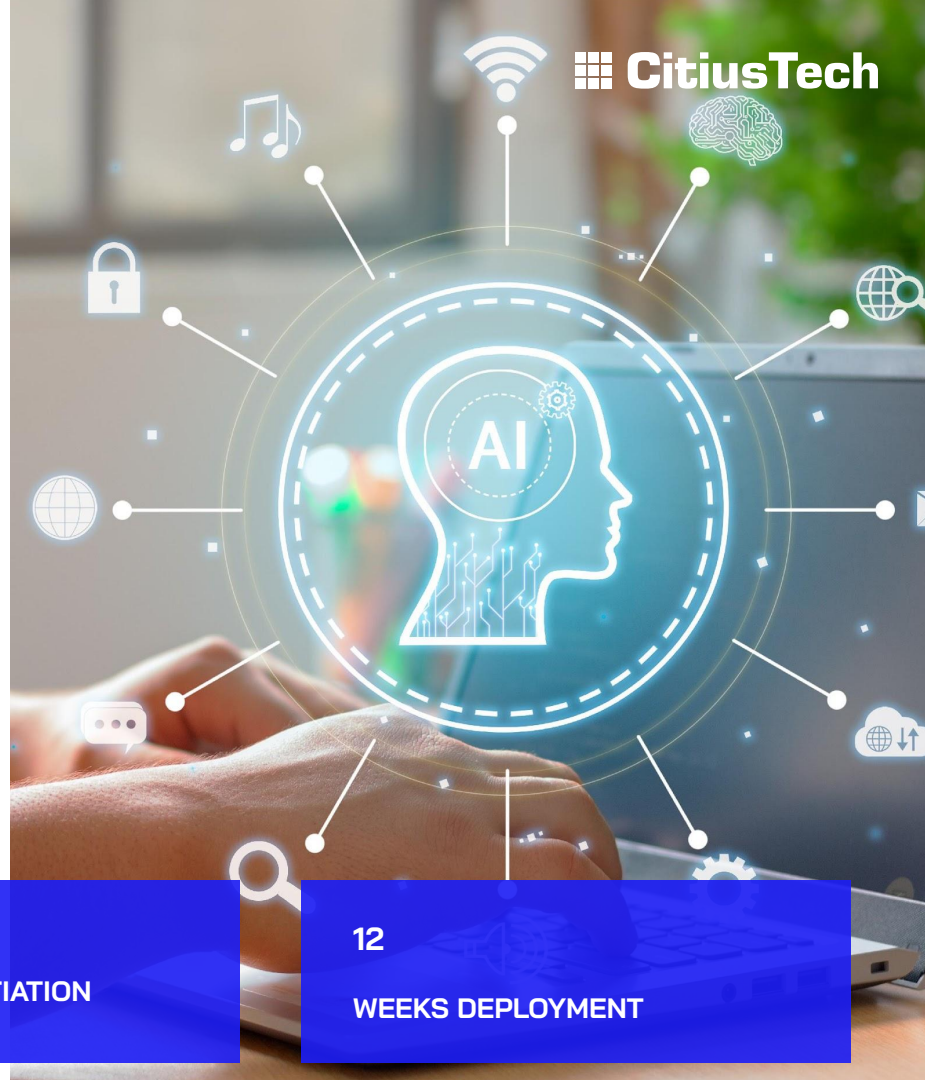
MODEL ACCURACY

35%

INCREASED NEGOTIATION  
SUCCESS RATE

12

WEEKS DEPLOYMENT







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# Thank You

**CitiusTech - Shaping Healthcare Possibilities.**

CitiusTech is a global IT services, consulting, and business solutions enterprise 100% focused on the healthcare and life sciences industry. We enable 140+ enterprises to build a human-first ecosystem that is efficient, effective, and equitable with deep domain expertise and next-gen technology.

With over 8,500 healthcare technology professionals worldwide, CitiusTech powers healthcare digital innovation, business transformation, and industry-wide convergence through next-generation technologies, solutions, and products

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