

# Agentic BPaaS in health plan claims management

Transforming operations and member experience with agentic AI



## Not-for-profit health plan

For more than 50 years this health-care provider has been helping members live healthier lives by providing quality, cost-effective plans and excellent member services. Headquartered in North America they worked with NTT DATA to modernize enterprise operations with our agent AI solution.

NTT DATA helps health plans modernize claims management through agentic AI-driven automation, advanced data processing and continuous process improvement across the claims lifecycle.

Our solution combines intelligent document understanding, automated adjudication workflows and real-time data validation to streamline operations from intake to resolution.

By integrating AI orchestration and human expertise, we reduce system defects and improve data quality and provider transparency — enabling payers to build data-intelligent, member-centric and compliant claims ecosystems.

“

We help clients eliminate inefficiencies, accelerate reimbursements, and strengthen provider and member trust — delivering sustainable cost savings and operational excellence.”

**Rohit Puri**, Global Head of BPS, NTT DATA

~5k

authentication records identified with 100% accuracy

88%

field-level accuracy achieved with 97% scenario coverage

67%

increase in employee productivity

## Business need

### Streamline claims & improve member experience

The health plan faced delays in medical claims processing due to the complex matching logic used to match authorizations, resulting in expensive rework, claims denial increases and compliance risks.

Such delays negatively impacted care quality, member satisfaction and overall operations. To address this, the health plan needed a scalable, smart and intelligent solution to verify authorizations quickly and ensure timely, compliant claim payments.

### Authorization bottlenecks expose compliance risks

Delays in medical claims processing caused by missing authorizations can lead to dissatisfaction among both patients and providers. These delays increase manual rework, raise the risk of missed deadlines, and may result in denied claims, higher error rates and compliance issues — all of which can ultimately harm care quality and erode trust. To address this, a scalable, accurate and efficient method was needed to verify authorization requirements and records, thereby reducing errors and ensuring timely and accurate claims payments.

## Solution

### Empowering health plans with agentic BPaaS

Reduce your total cost of operation (TCO) by up to 50–60% within 12–18 months with NTT DATA's agentic BPaaS claims management services.

Our solution enables health plans to reduce unprocessable Medicaid submissions, improve turnaround times by more than 25%, achieve up to 70% automation in mailroom and data-entry workflows through intelligent document processing, and cut manual resolution letters by 70% with smarter digital communications and embedded transparency tools:

- AI and analytics for accurate, first-time payments
- Agentic AI-driven intelligent automation for scale and productivity
- Deep domain expertise and knowledge intelligence
- Continuous process improvement through Lean Six Sigma

By halving claim backlogs and improving Member Touch Point Measure (MTM) scores through continuous process improvement and smarter adjudication, we help health plans eliminate inefficiencies, accelerate reimbursements, and strengthen provider and member trust — driving sustainable cost savings and operational excellence.

## Outcomes

### Where authorization meets automation

NTT DATA agentic AI-based authorization agents were deployed and integrated with the Health Rules Platform (HRP) and Maccess systems.

The intelligent agent automatically retrieves claim data, cross-checks member and provider details, and applies complex business rules — such as PAR/NON-PAR, Medicare and Commercial guidelines — to auto-approve, deny or flag exceptions.

Enhanced with adaptive logic, the agent continuously learns from exceptions to improve accuracy, streamline decision-making and significantly reduce the need for manual intervention.

**Impact 1:** Agentic AI boosted automation coverage from **39% to 75%**, dramatically expanding the range of scenarios handled without human intervention.

**Impact 2:** Productivity surged by **50%**, with overall efficiency climbing **67%** thanks to AI agents operating **24/7 — no breaks, no downtime**. Over a year, that's equivalent to saving ~13,000 man-hours.

**Impact 3:** The flexible architecture enables **on-demand scalability**, automatically deploying additional AI agents during workload spikes to **maintain consistent accuracy and performance across all processes**.



This project exemplifies how agentic AI enhances workforce productivity, improves decision quality and accelerates service delivery through intelligent, data-driven decision-making for our healthcare clients.”

**Praveen Katiyar**, VP, Healthcare, BPS, NTT DATA

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