

# MedConnection<sup>sm</sup>

Transforming medical records and bills chaos into organized, actionable insights



Carriers  
face many  
challenges



**Illegible handwriting**

25% of medical text is handwritten



**Medical jargon**

Varying levels of training



**Time constraints**

1/3 of medical records not read



**Escalating costs**

3-5% annual increase



**Innaccurate settlements**

8-12% of paid losses inaccurate



**Unstructured data**

75% of claims information

## Benefits

80%

productivity gain in analysis of medical records

Improved productivity for claim adjusters, legal staff and nurses



20%  
reduction in overall claim cycle time

Provides unique data set for analytics

No upfront Capex

Web based

Serves as a secure repository for collaboration and streamlined decision-making

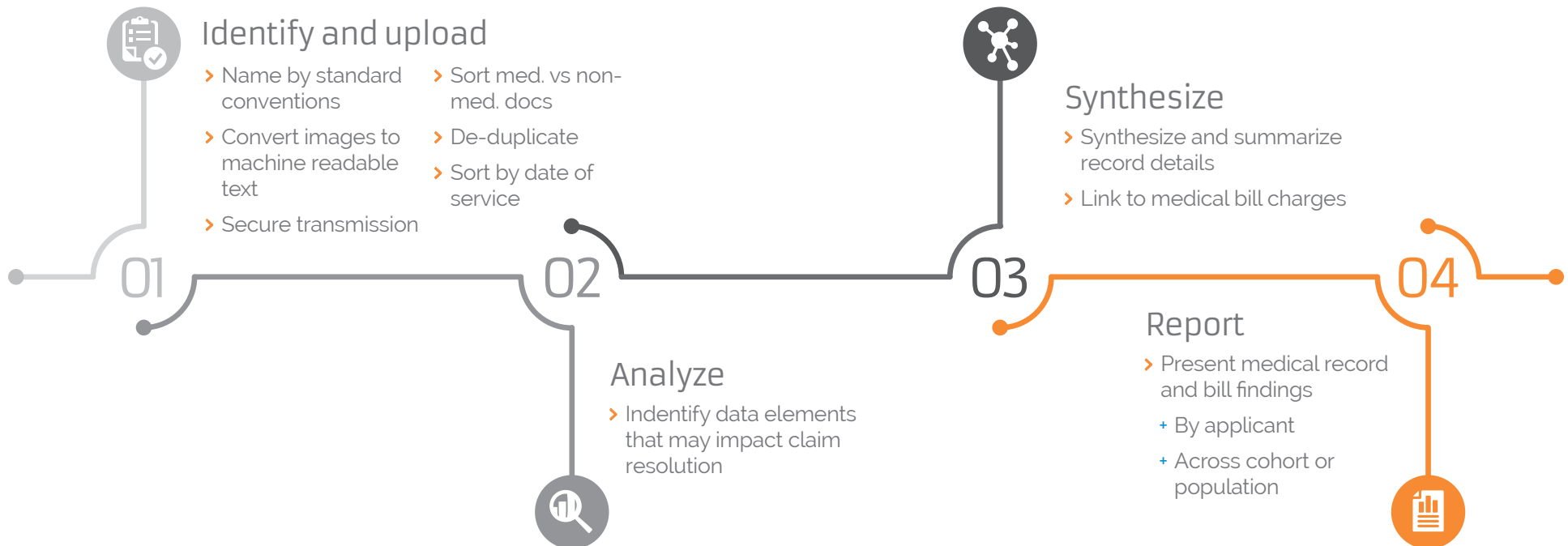


Easy integration

10-15%

improvement in claim outcome accuracy and consistency

## Our end-to-end solution



## Why EXL

-  **Global execution and scale**
- > 23,000 professionals
  - > 32 global operation centers
  - > 620+ clients
  - > NASDAQ listed since 2006 - EXLS

-  **Best-in-class capabilities**
- > Recognized Leader - Everest Group Insurance BPO PEAK<sup>TM</sup> Matrix, 2014
  - > ISO 27001:2013 Quality Management and ISO 9001:2008 Information Security Management System Certifications

-  **Industry expertise**
- > 500+ insurance clients around the world
  - > Partners with 9 of the leading insurers in the US

Learn more or schedule a demo - contact us at: [medconnectionsales@exlservice.com](mailto:medconnectionsales@exlservice.com)

This document has been reviewed and approved  
by the content compliance team for circulation outside EXL

