



Shaping Healthcare Possibilities

# CitiusTech modernizes payment systems for leading Payer services organization, impacting 6Mn daily claims

A leading health Payer serving over 6Mn daily claims relied on 15+ years old legacy systems, severely restricting growth and efficiency. Their rigid claims platforms caused implementation delays and revenue loss.

The client partnered with CitiusTech to transform their rigid infrastructure into a flexible, automated solution on AWS. CitiusTech's solution processed 6Mn daily claims without limitations, accelerated eligibility checks by 40% using auto-dialers and maintained 100% system stability.



CASE STUDY

## BUSINESS CHALLENGE

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### Antiquated systems restrict Payer progress

To meet stringent cost-reduction targets, health plans must optimize every aspect of the claims management lifecycle - from improving payment integrity to preventing fraud and abuse, increasing third-party liability, and boosting administrative efficiency. However, holistic claims processing across multiple systems and rules is complicated. This fragmented and cumbersome process led to poor customer experience and operational inefficiency for a leading national Payer. With an archaic core platform ingrained in all aspects of operations for over 15 years, the Payer was severely restricted in their ability to grow and scale. They needed to modernize their systems to keep pace with increasing member needs.

A prime example was their subrogation application built on legacy technologies with business rules hard coded into the system. This rigid and outdated setup made enhancements extremely difficult, and new client implementations required extensive manual coding and testing efforts.

Similarly, the desktop-based dialer tool used for patient benefit verification and coordination of benefits lacked scalability to support the Payer's expanding business. Productivity was falling short of the levels needed to provide timely responses to members.

Furthermore, data ingestion from clients was not standardized. Onboarding new customers necessitated customized changes to data ingestion, quality checks, and transformation logic. These modifications were largely hardcoded and contributed to implementation delays.

As a trusted technology partner, CitiusTech modernized the Payer's capabilities by transforming rigid data systems into a flexible, cloud-based data lake. Automating and redesigning the legacy subrogation application led to faster processing and higher revenue recovery. The future-ready platforms strengthened the Payer's competitive advantage.



**CITIUSTECH  
SOLUTION****Modernization for scalability and efficiency**

CitiusTech leveraged its automation and cloud-native technologies expertise to transform the Payer's legacy applications and data infrastructure. This enabled simplified processes, faster processing, and cost optimization.

**A dedicated offshore team rebuilt the subrogation system as a flexible, configurable application on AWS by:**

- Implementing Drools business rules engine to easily manage and scale business logic across Payers
- Migrating legacy systems to a new platform using Terraform infrastructure-as-code on AWS
- Designing microservices architecture and workflows on Java with Azure app insights
- Enabling auto-scaling, metrics-based monitoring on AWS to proactively manage load
- Performing extensive QA testing and implemented security best practices

**Additionally, building a scalable IVR framework boosted productivity by:**

- Creating a voice bot for automated eligibility calls to external entities
- Developing a reusable API-based bot framework to simplify onboarding
- Building a configurable Docker & Kubernetes solution for cloud interoperability
- Leveraging the latest technologies like audio fingerprinting to optimize costs
- Improving microservices performance by 20% for call record processing



### Finally, data ingestion was modernized with:

- A centralized data model to intake 500+ unique file formats
- Automated data load processes with configurable field mappings and rules

The solutions transformed rigid systems into flexible, cloud-native platforms positioned for stability, scalability, and efficiency.

## BENEFITS DELIVERED

### Scaling new heights of performance through modernization

CitiusTech's solution helped the client migrate from a monolithic system to a multi-cloud, automated claims processing engine. The configurable rule-based solution now supports subrogation flows for 6Mn daily claims.

#### With CitiusTech solution, the client was able to:



Process **6Mn daily claims** without limitations



Accelerate eligibility checks by **30-40%** using **auto-dialers**



Onboard **600+ customers** on a consolidated platform



Reduce costs by **10%** via **auto-scaling**



Maintain **100% system availability and stability**

In summary, by migrating to a multi-cloud solution, the client achieved faster claims processing, reduced costs, and improved availability and scalability.



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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