

Transforming Health Claims Processing into a Unified Digital Experience

How a large health insurer built a single, unified portal for claims, pre-authorization, and real-time SLA monitoring across hospital networks.

3-hour

SLA actively monitored

15 MB

Multi-format document uploads

100%

Unified claim visibility

AT-A-GLANCE

Company: Large Health Insurer

Industry: Healthcare & Insurance

Department: Operations & Claims

HQ / Location: New Delhi, India

Scale: Over 11M insureds

Challenge

At a major health insurer, claims were processed through fragmented workflows that forced hospital staff to navigate multiple screens and complex logins. Without real-time monitoring, claims pending beyond three hours often went unnoticed. Manual data entry and rigid document rules slowed approvals and delayed patient discharge.

Use Cases Transformed Into AI-Native

With UnifyApps, the insurer replaced fragmented hospital workflows with a unified, AI-Native portal for claims, documents, and real-time SLA tracking:

IHX – TPA Claims Portal

🕒 BEFORE

Multi-screen navigation with repeated logins

\$ COST

Delayed approvals and missed SLAs

⚡ AFTER

Single-tab portal with enabling approvals within 3 hours

✓ BUSINESS IMPACT

Faster approvals and proactive SLA management

Document Management & Pre-Auth

🕒 BEFORE

No post-submission document updates; limited file support

\$ COST

High rejection rate due to uncorrectable uploads

⚡ AFTER

Editable submissions with support for 7 file formats up to 15 MB

✓ BUSINESS IMPACT

Reduced rework and faster authorizations

Scalable, Reusable Foundation

By reusing integrations and data objects—including Claims, Patient Records, and Treatment Details—the team built a foundation that supports active monitoring and seamless data flow:

Integrations Used

Hospital
Management
Systems

Insurance
Systems of
Record

TPA
Databases

Rapid Interface Deployment

With UnifyApps, production workflows were delivered within weeks.

Traditional TPA portals used to take months to build.

The core capabilities behind **AI-Native** transformation



Model-agnostic AI

Embedded AI without locking into a single model



Unified AI platform

Integrated data, workflows, and AI in one execution layer



Built-in governance

Auditability and controls included from day one



Reusable architecture

Shared integrations that cut the build cost for new use cases



Low-code delivery

Faster builds with smaller teams—without sacrificing reliability

Master Agents & App Catalog (MAAC)

Explore 200+ Production-Proven AI Agents Across Finance, HR, Supply Chain, Sales & IT

[Explore Use Cases →](#)



About UnifyApps

UnifyApps is the AI Agent and App Builder for the enterprise that empowers organizations to transform into AI-Native enterprises. The AI OS platform connects systems of record, knowledge, and activity, enabling enterprises to turn stalled GenAI pilots into scalable, production-grade solutions.