

AI-Native Enterprise: Transforming Health Claims Processing into a Unified Experience

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

AT-A-GLANCE

Company: Large Health Insurer
Industry: Healthcare & Insurance
Department: Operations & Claims
HQ / Location: New Delhi, India
Scale: Over 11M insureds

3-hour

SLA actively monitored

15 MB

Multi-format document uploads

100%

Unified claim visibility

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

✓ BUSINESS IMPACT

One foundation. Compounding returns.

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 CIO'S PLATFORM

One horizontal standard across the enterprise



THE ENTERPRISE BRAIN

One truth across every system



ASSEMBLY-FIRST METHODOLOGY

Compose, don't hand code



ADDITIVE

Your CRM stays your CRM



DEPLOY ANYWHERE

Your cloud, network, or on-prem



MODEL AGNOSTIC

Any model, any step, your choice

Master Agents & App Catalog (MAAC)

Explore 295+ Production-Proven AI Agents Across Finance, HR, Supply Chain, Sales & IT

[Explore Use Cases →](#)



ABOUT UNIFYAPPS

UnifyApps is the Horizontal AI Operating System for the enterprise — the agentic automation platform that does the 80% of Enterprise AI the models can't, unifying every system into one Enterprise Brain and letting teams assemble agents, apps, and workflows to go from pilot to production up to 10x faster, cheaper, and easier to maintain.