

## USE CASE #13

# National Healthcare Insurance Carrier



*The Scala Solution:*

## Scala Performance Intelligence

### *The Problem:*

## One Billing Call Becomes Three

- ➔ **Members call confused about a denied claim.**

The agent resolves what they can, but the underlying issue goes unresolved.

**The member calls back. Then again.**

- ➔ **Satisfaction scores fall.**

No one can explain why the same issues keep repeating across thousands of interactions.

**Repeat calls are a visibility problem that impacts revenue and satisfaction.**

### *What Scala Does:*

Performance Intelligence analyzes every interaction to surface exactly where billing, eligibility, and provider data break down and trigger repeat contacts.

It works across every language, in real time.

Leaders see the root cause, not just the symptom, and know where to act first to stop the cycle.

### **Outcomes:**

- ✔ 2 to 3x ROI
- ✔ 15% reduction in claims-related calls
- ✔ Higher member satisfaction scores
- ✔ Higher first call resolution reduces manual 'rework' for claims agents