

SANITAS HEALTH INSURANCE

Same-day processing – automated and for all communication channels

Challenge

3.3m
documents annually

Solution



Less complexity
in day-to-day operations

Benefit



Same-day processing
of incoming mail

Processing incoming mail at Sanitas had always involved a great deal of manual effort. The decision was made to outsource this service for technical and strategic reasons. The aim was to allow Sanitas to focus more on its core business, increase customer satisfaction through shorter processing and throughput times, vastly improve the quality of documents, and avoid the additional investment associated with a major internal process optimisation.

From manual processing to consistent processes thanks to digitalisation

In the past, the processing of incoming physical and digital mail at Sanitas – 3.3 million documents per year – was minimally automated and involved a lot of manual effort. There were no machines to support mail prioritisation, nor did Sanitas have a modern software solution for reading invoice items, as the software in place had reached end of life. Improving or changing the existing system would have been very expensive.

Comprehensive concept with state-of-the-art technology

SPS implemented a modern one-touch-processing (OTP) solution for performing the services. Opening and scanning is now carried out in a single step using modern machines. The separation and classification of scanned documents, as well as documents submitted via app or online portal, is partially automated using state-of-the-art software. This offers the following advantages:

1. Automated prioritisation of incoming mail and efficient scanning of invoices and customer documents
2. High degree of automation in the physical and digital reading of customer correspondence, incl. email/portal/app
3. Processing of incoming post within one day, including prioritisation, digitisation, post-processing and forwarding to the relevant internal Sanitas departments

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Over the past years, we have come to know SPS as a competent and reliable specialist in document logistics. Thanks to the partnership with SPS, Sanitas has taken an important step into the digital future.

– Alex Friedl, Head of Client Services and Benefits at Sanitas

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Transfer of personnel to SPS

As part of the outsourcing initiative, SPS took on around 30 Sanitas employees and was able to find a fair solution for all of them based on their existing employment terms. ‘Knowing that the staff would get a fair deal was a key factor in our decision,’ said Alex Friedl, Head of Claims and Customer Service at Sanitas.

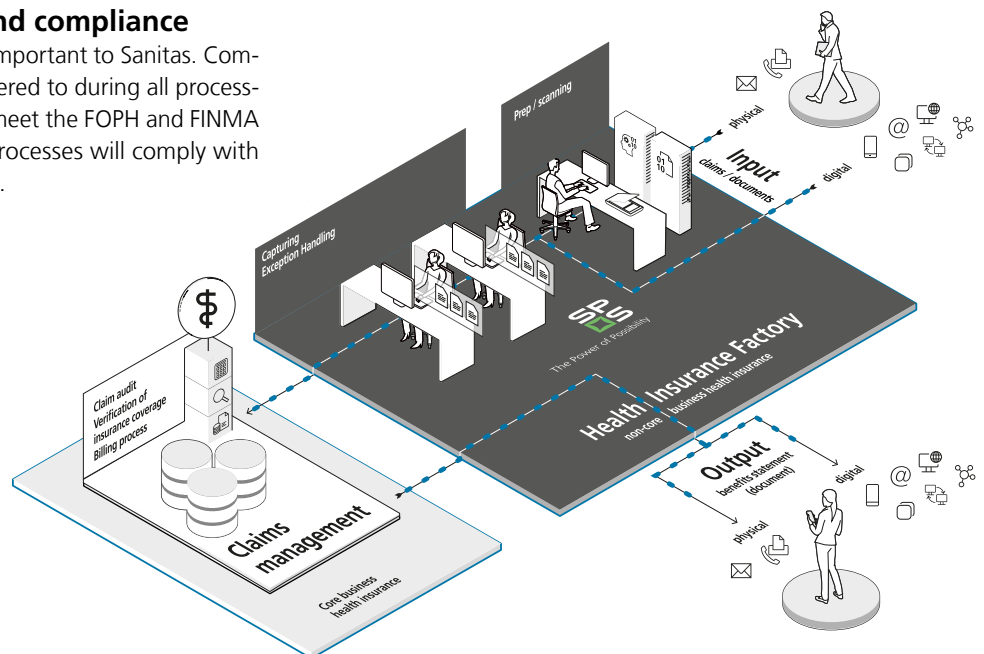
ers in the short to medium term. ‘Sanitas opted for SPS because it has the potential and innovative capacity to implement further innovations and improvements,’ said Alex Friedl.

SPS ensures data protection and compliance

Data protection and compliance are very important to Sanitas. Compliance requirements must be strictly adhered to during all processing activities. Health insurance must also meet the FOPH and FINMA requirements. SPS guarantees that the processes will comply with these guidelines and external regulations.

Satisfied health insurance customers

Introducing automation measures and working with an experienced partner doesn’t just improve internal processes – the changes also have a positive effect on Sanitas’ customers. Reduction of throughput times even during peak periods; simpler and more efficient processes; synergy effects along the entire processing chain; improved service quality – all of these things will help to improve customer satisfaction among policyhold-



sanitas



About Sanitas

With around 835,000 customers, Sanitas is one of the largest health insurance providers in Switzerland. Sanitas offers a broad range of compulsory and supplemental health insurance solutions that are tailored to the needs of both private individuals and businesses.

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