



CorVel Reduces Average Handle Times By 50% With Replicant



Customer Overview

CorVel is a leader of risk and healthcare management solutions for employers, third-party administrators, insurance companies, and government agencies. As a publicly traded company, workers and businesses rely on CorVel for industry-leading workers' compensation and liability solutions. CorVel has approximately 4,000 associates who serve customers through a national branch office network covering all 50 states.

Industry: Insurance

Company Size: 4,000+ Employees

Call Volume: 12,000+/Month

Use Case: File a New Claim

The Challenge

Prior to partnering with Replicant, CorVel had two main goals: optimize their workforce of registered nurses and collect patient data quicker and more accurately during worker compensation requests. When a patient calls to file a claim, CorVel must first capture a few key details, like the patient's name, date of birth and date of injury. Once complete, CorVel's registered nurses can begin doing what they do best: assessing each injury thoroughly. However, this process had become inefficient, with nurses spending time on non-clinical intake rather than focusing on clinical assessments. CorVel needed a way to refocus their fleet of nurses, improve data accuracy and accelerate the patient experience.

The Partnership

CorVel partnered with Replicant to start using Contact Center Automation to resolve patient registrations. We designed a Thinking Machine that could capture non-clinical patient information, identify the caller's location, appropriately direct care and provide nurses with a complete set of details during transfers. Now, nurses are notified when a registered patient is ready to speak with them, instead of having to spend time manually registering patients. The nurse receives a screen pop with the patient's information, allowing them to personalize their interaction with the caller and immediately begin assessing their injury. In addition, Replicant created a Flex Form to ensure the accuracy of patient information. At the end of the registration process, patients immediately receive a short form, which they're able to review, edit and submit to verify the accuracy of their information.



“Before Replicant, nurses were spending time on non-clinical intake. Now, they can immediately begin injury assessments, just like doctors can step into an examination room and know exactly who the patient is.”

- Cindy Gambosh, Director of Workforce Automation, CorVel

The Outcome

After going live with Replicant for patient registrations, CorVel saw a 50% reduction in average handle times, from five minutes to two-and-a-half minutes. The Thinking Machine could properly capture more complicated names and the accuracy of patient data significantly improved. More importantly, CorVel's team of registered nurses nationwide were no longer required to spend time on non-clinical patient intake. Now, they can greet patients with all the information they need to get right to injury assessments. For patients, the experience is significantly faster and more streamlined.

The Thinking Machine guides callers with straightforward steps to submit their information and claim details without having to wait for an agent. Once they reach a nurse, they're able to get right to their claim. CorVel's successful patient registration automation will eventually scale to include full automation for their First Notice of Loss use case.

100 % Non-clinical intake accuracy

50 % decrease in average handle time



“This was one of my best implementation experiences ever, and I've been doing technical implementations my entire career. The organization, from the sandbox to live production, is something Replicant should be proud of. It's as if we're still engaged in signing contracts.”

- Cindy Gambosh, Director of Workforce Automation, CorVel

The Leader in Contact Center Automation



Learn more about how Replicant helps Consumer Services contact centers meet customer demand

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