



Case Study

A leading healthcare technology company made end-to-end claims processing easy for its customers by building a single touchpoint dashboard.

Industry & Region
Healthcare & USA

Client Overview

The Client is a leading healthcare technology company in the US, focused on delivering innovation and accelerating the transformation of the healthcare system through its platform.

Business Challenge

The Client's service management application for claims processing is leveraged by 100,00 dentists, utilizing over 140 dental software systems. Customers of these dental healthcare providers were facing issues with submitting claims and obtaining the claim status due to a lack of smooth and streamlined app navigation. Moreover, disorganized and scattered long forms for claim submission were impeding customer experience.

Solution Offered

KANINI enhanced the application with better features and functionality for end-to-end claims processing, from submission to payment. Our UI/UX team enabled the app with simplified workflows by introducing a single touchpoint dashboard, streamlined navigation, and improved sign-up and log-in processes. Above all, the claim submission was made easy by merging claim status details, inquiry, and search with added filters under one single tab, displaying all required information in a single view.

Technology Stack

Prototyping & User Testing
Marvel



Prototyping & Hand-off Ready Files
Adobe XD, Sketch, Figma



Prototyping
Invision



Value Delivered

- Improved overall user experience.
- Set up a single touchpoint dashboard and streamlined the claims submission process.
- Enhanced the application with simplified workflows and seamless navigation.