

Case Study

Third-Party Subpoena Compliance



Client

Fortune 100 Insurance Company



Integreon Solution

Apply Six Sigma methodologies and third-party subpoena experience to revise and refine detailed workflows, address the current backlog, and implement a long-term solution to improve the overall speed and efficiency of the subpoena response process.



Challenge

Consistent growth in third-party subpoena volumes adding to an existing backlog of requests.



Results

All client goals met.

Working with Integreon's Mumbai, India team for additional cost savings, Integreon assumed responsibility for the highest volume, least complex subpoena types and full end-to-end (triage, review, production) processing.

Fully eliminated the subpoena backlog, established response times within client's desired targets, and ensured response backlog did not exceed 60-90 days.

Over a three-year period, Integreon assumed subpoena response tasks for Workers Comp and other categories of insurance, as well as administrative and A/R support tasks.

The Integreon team has expanded from 18 to 25 resources across all tasks and has maintained average QC results in the 95-98% range



Client Goals

Review current staffing, response process, and technology while improving overall speed and quality. Create a process that keeps the response backlog between 60-90 days.