

DISSERTATION / INTERNSHIP TRAINING

At

EEXPEDISE HEALTHCARE PVT LIMITED, GURGAON, HARYANA

On the

**Study/Project – “A study on Enhancing Collaboration Between Insurance Companies and
Healthcare Providers for Efficient Patient Management”**

A Report by

Ms. PRANICA CHOUDHARY

Enrollment No – (PG/23/081)

Under the guidance of

Dr. Sumesh Kumar

PGDM (Hospital & Health Management)

2023-2025

International Institute of Health Management Research, New Delhi



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Ref. No. CIN U86900DL209 25/05/31

Dated: 31/05/2025

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms. Pranica Choudhary D/O Mr. Praveen Choudhary** bonafide student of International Institute of Health Management Research has been accepted as an intern in the Department of Query Management. She has been successfully completed her Summer Internship from **1st March 2025 till 31st May 2025** at eExpedise Healthcare Pvt Limited, Sector-49, Gurugram, Haryana.

During her tenure, she has gained expertise in all aspects of Query Management. She has worked with absolute dedication and sincerity. We wish her success in all future endeavours.



Chetan Singh Dangwal
Dy. Vice President
eExpedise Healthcare

Gaurav Singh
Senior Manager (Query Dept)
eExpedise Healthcare

eExpedise Healthcare Pvt Limited

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Completion of Dissertation/Internship from eExpedise Healthcare Pvt Limited
Gurugram, Haryana

This certificate is awarded to

Ms. Pranica Choudhary

In recognition of having successfully completed his/her internship

In the department of

Query Management

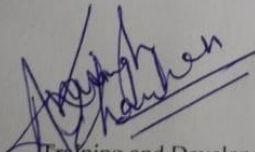
And has successfully completed her Project on

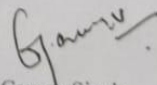
**"A study on Enhancing Collaboration Between Insurance Companies and Healthcare Providers for
Efficient Patient Management"**

From 1st March 2025-31st May, 2025

eExpedise Healthcare Pvt Limited

She comes across as a committed, sincere and diligent person who has a strong drive and zeal for
Learning.


Training and Development


Gaurav Singh
Senior Manager (Query Dept)

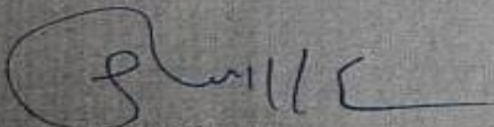
TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms. Pranica Choudhary**, student of PGDM (Hospital & Health Management) from International Institute of Health Management Research, New Delhi has undergone internship training at eExpedise Healthcare Pvt Limited from 1st March, 2025 to 31st May, 2025.

The Candidate has successfully carried out the study designed to her during internship training and her approach to the study has been sincere, scientific and analytical.

The Internship is in fulfilment of the course requirements.

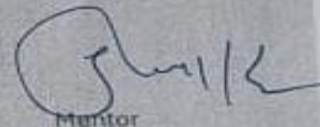
I wish her all success in all her future endeavors.



Dr. Sumesh Kumar

Associate Dean Academic and Student Affairs

IIHMR New Delhi



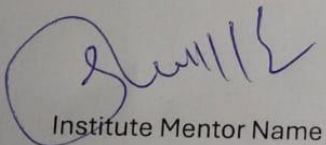
Mentor

IIHMR, New Delhi

Certificate From Dissertation Advisory Committee

This is to certify that **Ms. Pranica Choudhary** a graduate student of the **PGDM (Hospital and Health Management)** has worked under our guidance and supervision. She is submitting this dissertation titled **"A study on Enhancing collaboration Between Insurance Companies and Healthcare Providers for Efficient Patient Management"** at **"eExpedise Healthcare Pvt Limited, Gurugram, Haryana"** in partial fulfillment of the requirements for the award of the **PGDM (Hospital and Health Management)**.

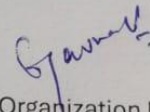
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Institute Mentor Name

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The following dissertation titled **Enhancing Collaboration Between Insurance Companies and Healthcare Providers for Efficient Patient Management** at **IHMR Delhi** is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of **PGDM (Hospital & Health Management)** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed or conclusion drawn therein but approve the dissertation only for the purpose it is submitted.

Dissertation Examination Committee for evaluation of dissertation.

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Dr. Shikha Bassi

Dr. Sumesh Kumar.

Miniakshi Gautam

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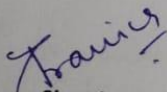
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Miniakshi

INTERNATIONAL INSTITUTE OF HEALTH MANAGEMENT
RESEARCH, NEW DELHI

CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled **"A Study on Enhancing Collaboration Between Insurance Companies and Healthcare Providers for Efficient Patient Management"** and submitted by **Pranica Choudhary** Enrollment No-PG/23/081 under the supervision of **Dr Sumesh Kumar** for award of PGDM (Hospital and Health Management) of the Institute carried out during the period from to 2023-2025 embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other Institute or other similar institution of higher learning.


Signature

FEEDBACK FORM

(Organization Supervisor)

Name of the Student: Ms. Pranica Choudhary

Name of the Organization in which Dissertation has been completed: eExpedise Healthcare Pvt
Limited, Sector-49, Gurugram, Haryana

Area of Dissertation: Query Department

Attendance: Punctual.

Objectives achieved: To understand the process of Query Department and its key contribution to Medical tourism.

Deliverables: Patient co-ordination, Healthcare facilitation, Logistics & Accommodation, Legal & financial, Patient support.

Strengths: Humble, collaboration and collection skills, Presentation skills, Detail-oriented, Process & result oriented, ready to go for any task.

Suggestions for Improvement: Data Analysis (Excel Advance), Decision making skills and ^{other} Technical skills.

Suggestions for Institute (Course curriculum, Industry Interaction, Placement Alumni): Well structured and should focus on minor details in order to upskill needed & other areas for improvement.

Date: 31/05/2025.

Signature of officer In-charge/ Organisation
Mentor (Dissertation)

Place: eExpedise Healthcare
Pvt. Limited, Gurugram,
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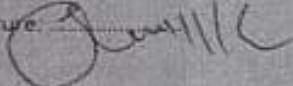
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CERTIFICATE ON PLAGIARISM CHECK

Name of Student (in block letter)	Ms. PRANICA CHOUDHARY		
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Name of Guide/Supervisor	Dr./Prof. SUMESH KUMAR		
Title of the Dissertation/Summer Assignment	A study on enhancing collaboration between Insurance Companies and Healthcare Provider for efficient Patient Management		
Plagiarism detect software used	"TURNITIN"		
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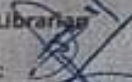
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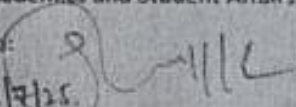
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ACKNOWLEDGEMENT

I am grateful to eExpedise Healthcare Pvt Limited for providing me with the opportunity to complete my Dissertation / internship at their organization.

I am sincerely grateful to my internship mentors, Mr. Vijay Singh and Mr. Gaurav Singh, in the Query Department, their support and guidance helped me to understand the industry dynamics, gain valuable experience in this field, and allowed me to make the most of my internship. They, despite being busy with their duties, took time to hear and guide us, gave helpful advice and constructive comments throughout the project. Their valuable input made this project possible.

I would like to express my sincere gratitude to my internship supervisors Mr. Chetan Singh Dangwal (Deputy Vice President) and Mrs. Bhawna Chawla (Human Resources) provided me with clear direction and expectations and was always available to answer my questions and provide valuable feedback.

I extend my thanks to all the staff members of eExpedise Healthcare Pvt Limited, Gurugram, Haryana for their kind cooperation and patience.

Also, I am glad to acknowledge Dr Sumesh Kumar, Assistant Professor and Associate Dean, IIHMR Delhi who is my mentor for his continuous encouragement in the completion of this project.

Ms. Pranica Choudhary

TABLE OF CONTENTS

1. Chapter 1: Organization Profile: Mission, Vision, Values and Services (6)
2. Chapter 2: A study on Enhancing Collaboration between Insurance Companies and Healthcare Providers for Efficient Patient Management..... (9)
3. Background of Study.....(10)
4. Rationale/ Need for the Study (11)
5. Objectives of the Study.....(13)
6. Methodology (14)
7. Results..... (15)
8. Discussion (17)
9. Conclusion.....(18)
10. Suggestions.....(19)
11. Annexures: Informed Consent and Questionnaire..... (22)
12. Pictorial Journey.....(24)
13. References (26)

LIST OF ABBREVIATIONS

<u>ABBREVIATION</u>	<u>FULL FORM</u>
ABHA	Ayushman Bharat Health Account
AI	Artificial Intelligence
TPA	Third Party Administrator
HIS	Hospital Information System
TAT	Turnaround Time
WHO	World Health Organization
IIHMR	International Institute of Health Management Research
PGDM	Post Graduate Diploma in Management
JAMA	Journal of the American Medical Association
SMS	Short Message Service

ABSTRACT

Introduction:

As the healthcare industry advances, effective collaboration between providers and insurers is crucial to streamline patient services. Frequent lags in admission, discharge, and insurance approval procedures adversely affect patient experience and system efficiency. This study investigates communication gaps and operational challenges in patient management, with a focus on insured individuals supported by eExpedise health, a healthcare facilitation company.

Methodology:

The study employed a mixed-method research strategy involving structured telephone interviews with 85 insured individuals who were recently hospitalized. Data was collected over 25 days using a pre-tested questionnaire. Both quantitative data (percentage responses) and qualitative insights (open-ended feedback) were analyzed, covering admission experience, insurance communication, documentation clarity, and discharge efficiency.

Key Results:

- 47.1% of patients faced admission delays
- 41.2% reported discharge delays
- 63.5% experienced insurance approval issues
- 62.4% had to resubmit documents
- 52.9% found billing/insurance unclear
- Satisfaction ratings were mixed, with 36.5% giving 2/5 and 50.6% giving 5/5

INTRODUCTION-CHAPTER 1: ABOUT THE ORGANIZATION

eExpedise Healthcare Pvt Limited



eExpedise Health, with over 15000 Healthcare Provider Networks spread in over 55 countries and through innovative customer-focused solutions and a dedication to excellent service standards, eExpedisehealth has established itself as a leading healthcare company in the Middle East and Asia Pacific.

Our focus has been to provide quality Healthcare Services and ensure complete ease to the members and maximum savings for our clients through active case management and the introduction of technology in the Service Delivery process.

- A team of experienced management and skilled professionals
- A strong background in managing various portfolios
- A culture of commitment to service quality
- Offering a bouquet of products and services

A team of experienced management and skilled professionals across diverse verticals such as Technologies, Health & Travel insurance, TPA Services and Medical assistance leads the Company. It has a strong background in managing various portfolios for Insurance companies, Third Party Administrators (TPA), Corporates and Government agencies – Health Ministries of various countries.

Through a culture of commitment to service quality and complementing its prominent Technology and healthcare provider network, eExpedisehealth has created a bonus of Products and Services to offer to its clients across the globe.

Mission

Leadership and excellence in delivering quality healthcare services with innovation.

Vision

To be the most trusted company for personalized and coordinated care.

Values

We Care, maintain the highest Safety standards, and act ethically & responsibly in everything we do.

The Value We Offer

- Robust IT Platform-Bringing efficiency, productivity and security through the most user-friendly & advanced IT system that manages the complete life cycle.
- Global Network Presence-Offering direct billing with more than 15000+ healthcare providers in 45+ countries to provide ease & convenience.
- Experienced and Professional Team-Ensuring quality services with a team of qualified doctors and subject matter experts managing the process.
- Service Assurance-Building a quality assurance process to improve efficiency, clinical outcomes and patient satisfaction levels.

Services

- Claim Management-Network Claim Repricing, Bill Auditing, Coordination of Benefits and Out of Network Claim Negotiations
- Claims Adjudication & Claims Processing-Automated Calculations for Accuracy, TAT Reduction via Tech Integration, Productivity & Cost Optimization and Eligibility & Fraud Detection
- Case Management-End-to-End Case Management, Multilingual Assistance and Pre-Approval & Compliance
- Overseas Treatment-Direct Billing Services, Medical Referrals, Arranging Cost Estimates, Policy Administration Support and Travel, Visa and Accommodation Support

- Medical Travel Policy-Air ambulance, Medical Assistance and Translator services
- Emergency Medical Assistance-Emergency medical Evacuation, Medical Repatriation, Hospital admission Assistance, Medical Monitoring and Prescription Assistance

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CHAPTER – 2: A study on Enhancing Collaboration Between Insurance Companies and Healthcare Providers for Efficient Patient Management

BACKGROUND OF THE STUDY:

The healthcare ecosystem increasingly depends on seamless coordination between various stakeholders to ensure timely and effective service delivery. One of the most crucial relationships within this ecosystem is that between healthcare providers and insurance companies. As healthcare becomes more complex and patient expectations rise, the need for efficient, transparent, and coordinated care has never been greater.

Based in Gurgaon, eExpedise Health plays a key role in facilitating connections between patients, healthcare institutions, and insurance companies. Acting as a healthcare facilitator, it offers services that support medical tourism, health claims processing, and real-time hospital coordination. The company's dual-department model—Claim and Query—ensures that patients receive streamlined support throughout their hospital journey, from admission to discharge.

However, despite such efforts, many patients continue to experience challenges related to admission and discharge delays, unclear documentation, and insurance approval issues. Studies have consistently shown that poor communication and inefficient insurance coordination can significantly impact patient satisfaction, clinical outcomes, and operational efficiency (Luxford et al., 2011; WHO, 2017).

This research, therefore, explores the real-time experiences of insured patients who received support from eExpedisehealth. By analyzing their feedback on the admission and discharge process, insurance claim handling, and overall satisfaction, the study aims to identify communication gaps and propose a practical framework to enhance coordination between insured individuals, facilitators, and healthcare providers.

Given the growing importance of patient-centered care, and the need for health systems to be both responsive and reliable, this study provides timely insights into how operational improvements in insurance-healthcare collaboration can significantly improve patient outcomes and institutional performance.

Rationale / Need for the Study

In today's healthcare landscape, timely access to care and smooth hospital workflows are critical to ensuring positive patient experiences and health outcomes. However, delays in hospital admissions and discharges—largely due to insurance approval issues, unclear documentation, and poor communication

between stakeholders—continue to be major pain points for patients. These operational bottlenecks not only increase patient stress but also burden hospital staff, insurance providers, and facilitators alike.

With over 60% of patients in this study reporting documentation and insurance-related challenges, the need for a structured and efficient communication framework has become evident. The existing gaps in coordination between healthcare providers, insurance companies, and support facilitators compromise the quality and efficiency of care delivery.

eExpedisehealth, operating at the intersection of healthcare and insurance, offers a unique setting to evaluate and understand these challenges from a practical perspective. By directly engaging with 85 insured individuals and gathering qualitative feedback through structured telephonic interviews, this study seeks to capture real-world insights into the pain points faced during hospital admissions and discharges.

The need for this study arises from:

- High incidence of delays in admission and discharge processes.
- Frequent insurance approval bottlenecks and document resubmission demands.
- Poor clarity in billing and insurance communication.
- Lack of a consistent and patient-friendly framework for managing hospital workflows.

This study is essential to not only highlight these operational inefficiencies but also to recommend a practical communication model that can bridge these gaps—ultimately leading to faster approvals, better documentation handling, and improved patient satisfaction.

Objectives of the Study:

- To interact with members (Insured Individual) and understand the challenges they face during the admission and discharge process.
- To suggest a practical and simple framework to improve communication between Insured Individual, Healthcare providers and facilitators.

Methodology:

1. Study Design

- The research was conducted using a telephonic interview method.
- A structured questionnaire with both close-ended and open-ended questions was used to guide each conversation.
- The questions covered different stages of hospitalization: admission, communication, insurance, discharge, and overall satisfaction.

2. Study Population

- The participants were insured individuals who had recently availed hospitalization services via eExpedisehealth.
- The sample included patients from both in-network and out-of-network hospitals.

3. Sampling Method

- A convenience sampling technique was used, selecting patients who had recently interacted with eExpedisehealth for hospitalization coordination.
- Total number of participants: A total of 95 participants were approached for the study through telephonic communication. Each individual was contacted personally to explain the purpose of the research and to seek their willingness to participate. Out of the 95 individuals contacted, 85 provided a positive response and agreed to participate in the study.

4. Data Collection Process

- Duration: 25 days
- Mode: Telephonic interviews
- Each call lasted approximately 5–10 minutes
- Verbal consent was taken from each participant before beginning the interview.
- A pre-tested question checklist was followed during every call to ensure uniformity in data collection.

5. Areas of Focus

The study captured insights into the following key areas:

- Admission experience and any associated delays
- Clarity of documentation and ease of communication with the support team
- Insurance approval issues and document resubmission challenges
- Discharge delays and billing/insurance process clarity
- Overall satisfaction and suggestions for improvement

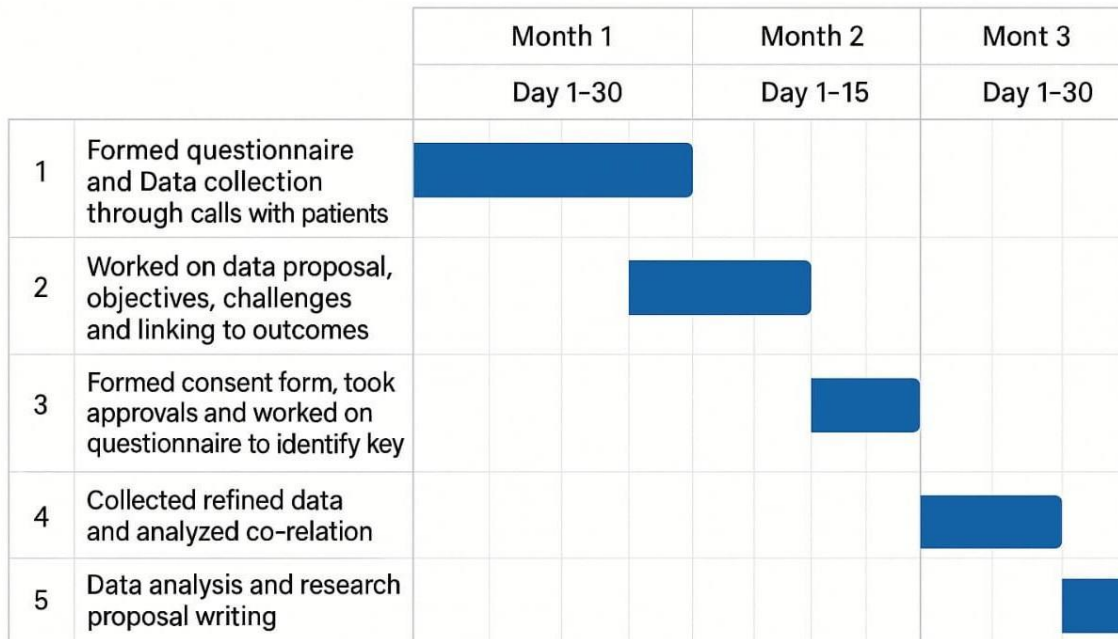
6. Data Analysis

- The responses were grouped thematically (e.g., delays, communication gaps, approval/documentation issues).
- Mixed Method Study (Quantitative data and Qualitative Insights) were analyzed using percentage distributions, and findings were visualized through bar graphs and pie charts.

Gantt Chart for 3-Month Data Proposal Work

Task No.	Task Description	Duration	Timeline
1	Formed questionnaire and Data collection through calls with patients	25 days	Month 1 (Day 1-25)
2	Worked on data proposal, objectives, challenges, and linking to outcomes	15 days	Month 1 (Day 26-30) + Month 2 (Day 1-10)
3	Formed consent form, took approvals and worked on questionnaire to identify key challenges	10 days	Month 2 (Day 11-20)
4	Collected refined data and analysed co-relations	20 days	Month 2 (Day 21-30) + Month 3 (Day 1-10)
5	Data analysis and research proposal writing	20 days	Month 3 (Day 11-30)

Gantt Chart for 3-Month Data Proposal Work



RESULTS:

SAMPLE SIZE (n = 85 Insured Patients)

Figure 1: Admission and Discharge Delays (Bar Chart)

This figure illustrates the proportion of members who reported experiencing delays during both the admission and discharge processes. According to the collected data, 47.1% of respondents (40 out of 85 individuals) indicated that they faced delays during admission, while 41.2% (35 out of 85) reported experiencing delays during the discharge process. These figures suggest that nearly half of the patients encountered procedural inefficiencies at critical transition points in their hospital stay, potentially impacting overall satisfaction and care experience.

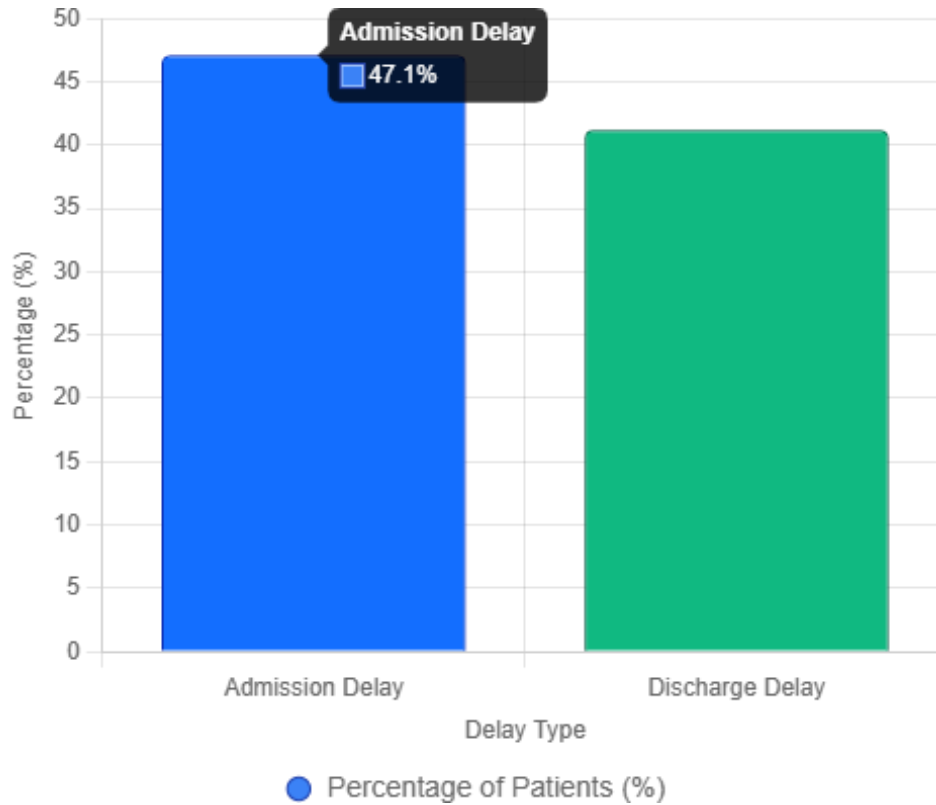


Figure 2: Overall Satisfaction Ratings (Pie Chart)

This figure displays the distribution of overall satisfaction ratings provided by the patients. According to the data, most of the patients gave the highest satisfaction score, with 43 out of 85 respondents (approximately 50.6%) rating their experience as 5, indicating a very high level of satisfaction. However, a significant portion of patients—31 individuals (around 36.5%)—rated their experience as 2, suggesting notable dissatisfaction. The remaining responses were distributed as follows: 7 patients gave a rating of 3, 2 patients gave a rating of 4, and another 2 patients gave the lowest rating of 1.

This distribution suggests that while a large group of patients were highly satisfied, a substantial number expressed dissatisfaction, pointing toward areas that may require further attention and improvement.

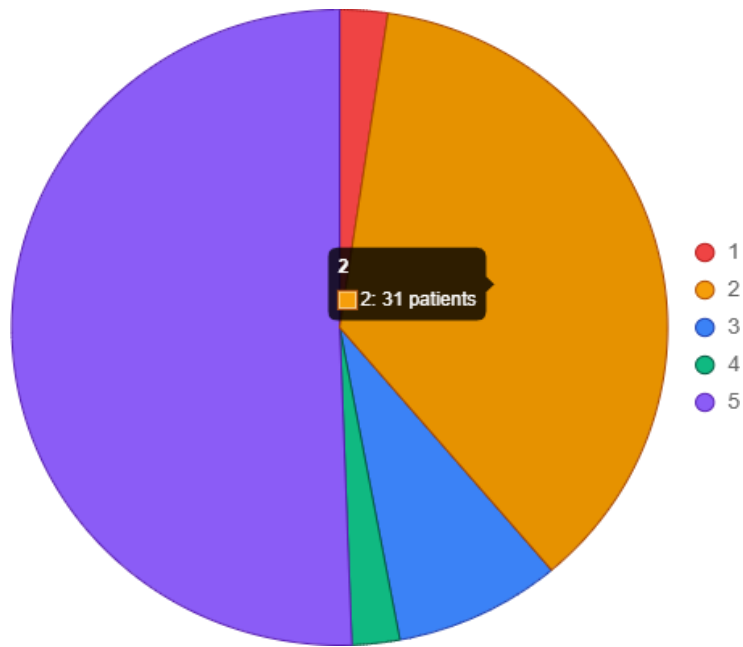


Figure 3: Insurance and Documentation Issues (Bar Chart) :This figure illustrates the number of patients who reported issues related to insurance approval and document resubmission. Out of the 85 respondents, 54 patients (approximately 63.5%) indicated that they faced insurance approval issues, highlighting a significant concern during the hospital admission process. Similarly, 53 patients (around 62.4%) reported having to resubmit documents, suggesting a lack of efficiency or clarity in documentation procedures.

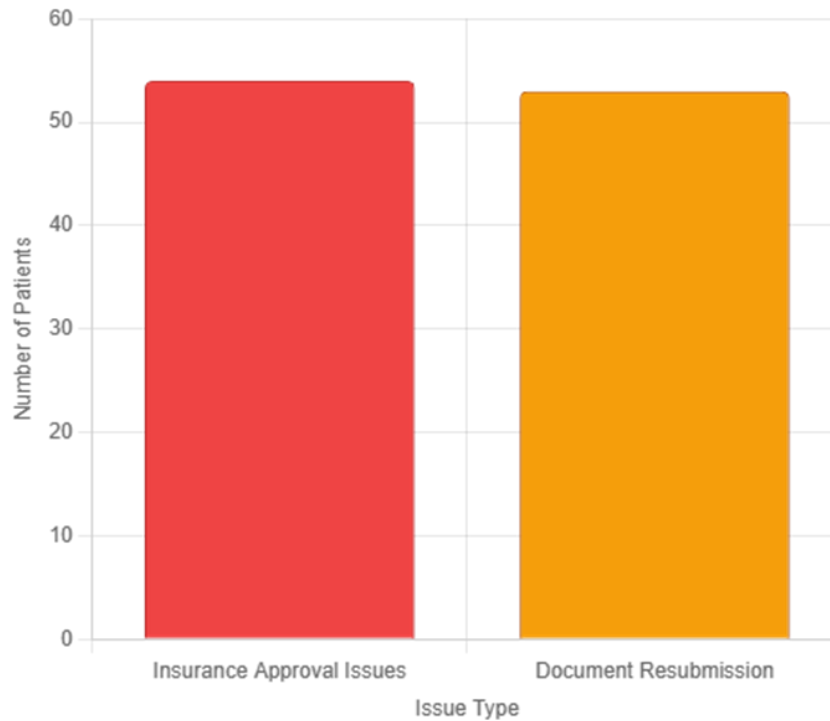
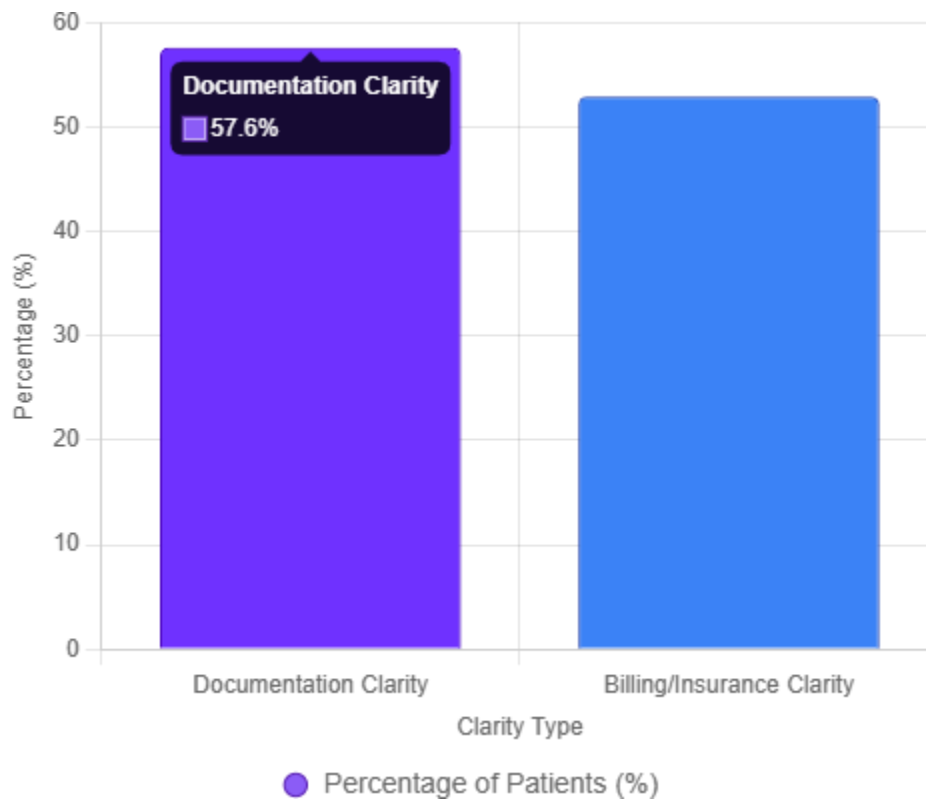


Figure 4: No Clarity in Documentation and Billing: This figure compares the percentage of patients who found documentation and billing/insurance procedures unclear. According to the data, 49 out of 85 patients (57.6%) reported that the documentation was not clear, while 45 out of 85 patients (52.9%) felt that the billing or insurance lack clarity



DISCUSSION:

The study identifies key challenges in the patient journey arising from inadequate coordination and communication among providers, insurers, and facilitators such as eExpedise Health. The primary aim was to understand the real-world experiences of insured patients during hospitalization, specifically focusing on admission and discharge delays, insurance approval bottlenecks, and communication efficiency. Through a mixed-methods approach involving both qualitative and quantitative data from 85 patients, this study provides deep insights into operational inefficiencies and potential areas for improvement.

1. Communication Barriers and Administrative Inefficiencies Luxford, Safran, and Delbanco (2011) emphasized that communication breakdowns between stakeholders are major contributors to administrative delays, patient dissatisfaction, and poor healthcare outcomes. Their study found that unclear roles, slow insurance responses, and limited coordination contribute significantly to delays in hospital admissions and discharges.

2. Importance of Patient-Centered Care Rathert, Wyrick, and Boren (2013) conducted a systematic review that underlined the significance of patient-centered care in improving healthcare outcomes. Their findings suggest that aligning administrative and clinical processes with patients' expectations, especially concerning clarity in insurance and billing—can lead to better satisfaction and health results.

3. Delays in Insurance Approvals Affect Patient Safety , World Health Organization (2017) reported that inefficiencies in administrative systems, particularly related to insurance approvals and documentation, compromise patient safety. Delayed decision-making not only slows down care but can also increase medical risk and emotional distress.

4. Operational Stress in Healthcare Systems Bodenheimer and Sinsky (2014) examined how operational inefficiencies—especially due to disjointed communication systems—impact healthcare provider burnout and patient experience. Their findings support the importance of integrated systems that connect facilitators, hospitals, and insurers.

5. Real-World Observations (eExpedisehealth Data) In the current study at eExpedisehealth, more than 60% of patients experienced documentation and insurance issues, aligning with findings from existing literature. Nearly half of the patients faced admission or discharge delays, and over 50% found documentation and billing processes unclear. These patterns further support the literature's claims about systemic inefficiencies and communication gaps.

CONCLUSION:

In summary, this study clearly shows that enhanced collaboration, transparent communication, and operational standardization are essential to delivering a better patient experience. While eExpedisehealth has made commendable progress in bridging the gap between insurers and hospitals, real-time tools, proactive communication strategies, and uniform service protocols must be integrated to ensure consistency and reduce dependency on manual coordination.

If addressed effectively, these changes can significantly enhance patient trust, boost operational efficiency, and position eExpedisehealth as a leading healthcare facilitator in the insurance-hospital ecosystem.

The Role of eExpedisehealth

eExpedisehealth plays a central role in streamlining interactions between hospitals and insurance providers. However, this study reveals that there is still scope for improvement in areas such as:

- Real-time communication systems
- Automation of document handling
- Transparent, multilingual patient support
- Tracking and escalation mechanisms for delays

Given its dual-department model—Claim (pre-admission support to Insurance and patients) and Query (hospital-side coordination)—the company is well-positioned to implement technology-driven solutions and standardized protocols to address these issues.

SUGGESTIONS:

To suggest a practical and simple framework to improve communication between Insured Individual, Healthcare providers and facilitators.

Based on the findings of the study and the feedback provided by 85 insured patients, several practical suggestions can be made to enhance the coordination between healthcare providers, insurance companies, and facilitators like eExpedisehealth. These recommendations aim to reduce admission and discharge delays, improve communication transparency, and ensure better overall patient experiences.

1. Strengthening Communication Channels

- There is a clear need to establish faster and more effective communication between patients and the eExpedisehealth support teams. A dedicated 24x7 helpline or chat support system can ensure patients are updated in real-time regarding the status of their insurance approvals, document requirements, or discharge planning. Notifications via SMS or WhatsApp could further improve accessibility.

2. Implement Real-Time Case Tracking Systems

- A centralized, real-time tracking dashboard visible to patients, hospitals, and insurers can significantly reduce confusion and delays. Patients should be able to view the status of

their claim, pending documents, and approval stages through a secure portal or mobile app.

3. Standardized Documentation and Approval Processes

- One of the major issues faced by patients was document resubmission and approval delays. Developing a standard document checklist for hospitals and educating both patients and hospital staff about required forms can reduce these repetitive errors. Further, pre-verification of documents before admission could streamline the process.

4. Enhance Staff Training and Coordination

- Hospital and insurance coordinators should undergo periodic training sessions to stay updated on changing insurance policies, digital tools, and patient communication etiquette. This will ensure smoother coordination and reduce dependency on last-minute approvals or clarifications.

5. Leverage Technology for Automation

- Automation tools, such as AI-based claim verification or auto-document classification, can help in reducing manual workload and turnaround time (TAT) for approvals. Integration of these tools with hospital information systems (HIS) and insurance platforms will further speed up the process.

6. Multilingual Support for Patients

- Since patients come from diverse linguistic and regional backgrounds, multilingual support should be a priority. Communication in a patient's native language builds trust and ensures better understanding of the process, especially regarding insurance terms and medical documentation.

7. Introducing Feedback Loops and Escalation Matrix

- Regular feedback collection from patient's post-discharge can help in identifying recurring gaps in service delivery. In addition, establishing a defined escalation matrix

will ensure that serious or urgent concerns are addressed promptly and not lost in internal processes.

8. Increase Patient Awareness and Pre-Admission Counseling

- Many patients were unaware of what documents or approvals were needed before admission. A short pre-admission counseling session (telephonic or in-person) by eExpedisehealth representatives could prepare patients better and minimize last-minute hassles.

These recommendations, if implemented, can significantly improve the quality of service provided by eExpedisehealth. They not only reduce inefficiencies in the admission-discharge process but also reinforce patient confidence, improve hospital-insurer coordination, and ultimately lead to a more streamlined and satisfactory healthcare experience for all stakeholders.

Annexures: Informed Consent

Informed Consent for “A study on Enhancing Collaboration Between Insurance Companies and Healthcare Providers for Efficient Patient Management.”

- I am calling from Eexpedise Health. We are collecting feedback to improve our hospital and insurance coordination services. The call will take around 5–10 minutes. Your responses will remain confidential and will be used only to improve our services. May I have your permission to ask a few questions regarding your recent hospital experience? “

QUESTIONS-Each question becomes a field:

1. Short answers for name, hospital, admission date
2. Paragraph/long answer for experience questions
3. Multiple choice (Yes/No) for clarity/delay-based questions
4. Linear scale (1–5) for satisfaction

Questionnaire

Target: Insured Individuals (Patients) and facilitators (Medical Tourism).

Scale: 1 = Strongly Disagree, 5 = Strongly Agree

Consent Form for Participation in Research Survey

Title of the Study:

Enhancing Collaboration Between Insurance Companies and Healthcare Providers for Efficient Patient Management

Purpose of the Study:

This study aims to explore the communication and coordination challenges between healthcare providers and insurance companies in the management of patient admissions and discharges. The findings will help identify areas for improvement and suggest practical interventions.

Participant Involvement:

You are invited to participate in a brief questionnaire that explores your experience with insurance-related processes during healthcare services. It will take approximately 10–15 minutes to complete.

Voluntary Participation:

Your participation is entirely voluntary. You can skip any question or withdraw at any time without any consequences.

Confidentiality:

Your responses will be kept strictly confidential and used only for academic and research purposes. No identifying information will be shared.

Consent Declaration:

I have read and understood the information provided above. I voluntarily agree to participate in this study.

Patient Feedback Questionnaire – eExpedisehealth

Basic Information (to be collected before the interview begins):

- Patient Name:
- Hospital Name:
- Date of Admission:
- Date of Call:

Section A: Admission Experience

1. How was your admission experience at the hospital?(*Open-ended*)
2. Did you face any delay during the admission process? (Yes/No)
3. If yes, what was the reason for the delay?(*Open-ended*)
4. Was the documentation process clear to you? (Yes/No)
5. How would you rate the communication from the eExpedisehealth team?(*Open-ended*)
6. Were you able to contact the support team easily when needed? (Yes/No)
7. On a scale of 1 to 5, how satisfied were you with the support provided during admission?
(1 – *Very Dissatisfied*, 5 – *Very Satisfied*)

Section B: Insurance and Documentation

8. Did you experience any issues with insurance approval? (Yes/No)
9. Were you asked to resubmit any documents during the process? (Yes/No)
10. Were you kept informed about your insurance approval status? (Yes/No)

Section C: Discharge Experience

11. How was your discharge experience?(*Open-ended*)
12. Did you face any delay during the discharge process? (Yes/No)
13. If yes, what was the reason for the delay?(*Open-ended*)

14. Was the billing and insurance process explained clearly to you? (Yes/No)

Section D: Overall Feedback

15. What was the biggest challenge you faced during your hospital journey?(*Open-ended*)

16. On a scale of 1 to 5, how would you rate your overall experience?
(1 – *Very Poor*, 5 – *Excellent*)

17. Do you have any suggestions for improving our services?(*Open-ended*)

PICTORIAL JOURNEY



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