Gesundheitskarte
01 G 2.1

iKKclassic
Ihre Gesundheit. Unser Handwerk.

inovoo®

NOVO CxP @beBPo

BEST PRACTICE –IKK classic
Intelligent sorting & automated distribution of electronic court communication

LEGALLY COMPLIANT PROCESSING

CUSTOMER SERVICE IMPROVED - COSTS REDUCED

REDUCED WORKLOAD FOR EMPLOYEES

ABOUT US

With our software solutions, we help companies optimize their data-, document- and object-driven processes and make hyperautomation and intelligent document processing (IDP) possible.

Essentially, we offer an easy-to-manage, low-code platform that delivers intelligent process automation (IPA) and efficient digitization. Business workflows are highly automated through integrated AI for content and capture services.

At a glance

iKKclassic

THE INDUSTRY
Statutory health insurance organization

THE STARTING POINT
Public bodies such as the statutory health insurance fund IKK classic have been required by law to receive and transmit electronic documents from and to courts via the so-called special electronic public authorities' mailbox (beBPo) since 1 January 2022.
This public authries' mailbox cannot automatically process incoming messages and distribute them to specific applications. However, many of the messages are subject to processing deadlines. These can only be adhered to if forwarding to a specialised system and an archive is carried out automatically and without delay.

THE TASK
IKK classic would like to participate in electronic legal correspondence using the special electronic mailbox for public authorities (beBPo). At the start of the project, around 200 incoming messages have to be distributed daily to the existing applications for processing. The channel will also be used for secure communication between health insurance organisations, professional associations, the MDK and other parties involved in the healthcare sector.

THE SOLUTION
The software solution **NOVO CxP @beBPo** by inovoo is able to intelligently process judicial and other EGVP messages. Incoming files are checked, sorted, analysed using the provided XML structured data set or the internal NOVO CxP AI and transferred to the relevant specialist system (eFiles helic 21c_docs and VIS-Justice) using technical guidelines.
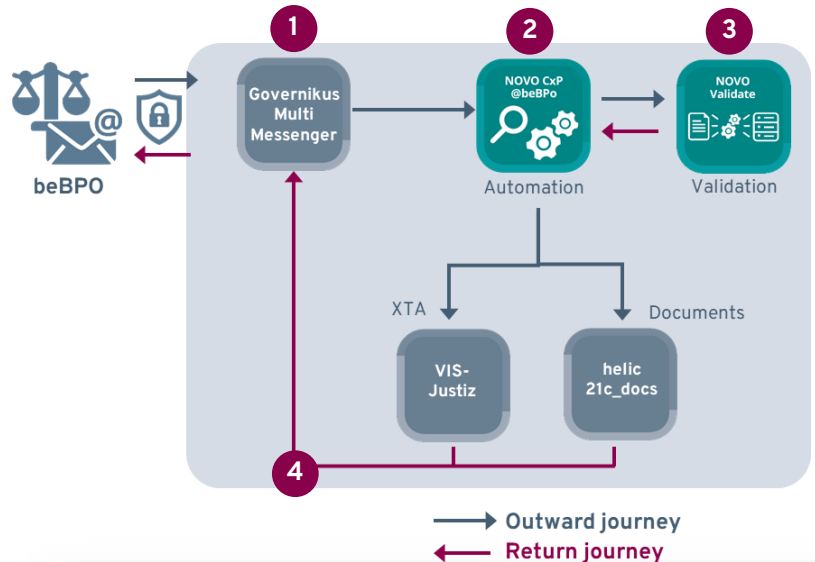
THE RESULT
Every week, IKK classic now processes up to 1,200 legal and other EGVP messages through the intelligent NOVO CxP @beBPo system, which processes them automatically. This reduces the workload for employees and significantly decreases processing times and costs for distributing messages to the respective departments. This has considerably improved the health insurance organisation's customer service.

TOP 100 Top-Innovator 2020

SOFTWARE MADE IN GERMANY

HOW THE SOLUTION WORKS:

1. Incoming messages arrive in the special public authorities' mailbox (beBPo). For this purpose, the "Governikus MultiMessenger" (GMM) software is used.

2. NOVO CxP @beBPo checks, sorts and analyses the submitted messages using the provided XML structured data set. Specialised technical guidelines are used to decide which target system (helic 21c_docs or VIS-Justiz) to transfer to based on the information on the sender, recipient and file number from xJustiz.xml. If no structured data record is supplied, an AI also checks the documents attached to the message and adds the result to the technical guidelines. The messages are specifically prepared for the target system.

3. If no addressing could be determined, the judicial message is transferred to the "NOVO Validate" validation client.

4. Once the message has been processed in VIS-Justiz or in helic 21c_docs, the person in charge of processing can send it back to the court via GMM.

BENEFITS for IKK classic through inovoo:

- Legally compliant processing
- Automated distribution of incoming messages by analysing the structured data set & through trained AI
- Manual distribution of beBPo messages is no longer necessary
- Faster and more efficient processing
- Employees can focus on their core tasks
- Cost reduction through faster business processes
- Simple integration with preconfigured workflow
- Use of existing infrastructure

MARCUS SABAHOGLU
Head of IT consultancy Querschnitt
IKK classic

"The harmonious interaction of different software components creates a powerful solution for electronic public authority communication that leads us into a digital future full of opportunities."

THOMAS SCHNEIDER
CEO of inovoo

"The special public authorities' mailbox and all its derivatives have been fully integrated into our multi-channel platform. As a result, IKK classic benefits from the structured integration into its systems and processes and the sender benefits from quick responses. We're proud to have made an important contribution to the digitalisation of administrative processes with this integration."

Learn more:
Request a **DEMO**
THE PLATFORM
Sign up for our **NEWSLETTER**