

CASE STUDY

A Smarter Claims Process Delivered **\$1.3M in Recovery**



The case:

Leading national pharmacy benefits and healthcare solutions provider

\$405M in annual small parcel spend

Plagued by an inefficient, reactive claims process

\$1.31M recovered in 15 months with L&D Claims Management



The challenge:

A leading prescription fulfillment provider shipping at high volume (\$405M annually) lacked an effective process for lost and damaged (L&D) claims.

Because these shipments often contained prescriptions customers were depending on, delivery issues created more than missed recovery opportunities. They also put pressure on support teams, making it harder to quickly resolve issues for customers.

The organization needed a proactive, automated approach that could identify issues earlier, support customers more effectively, and recover eligible funds without relying on manual follow-up.

The solution:

Intelligent Audit implemented an **automated, end-to-end lost and damaged claims process** with expert oversight.

Every shipment was proactively monitored, and claims were filed in real time without relying on customer reports or internal teams.

Automation reduced filing time to just seconds per claim, and Intelligent Audit handled all documentation, follow-ups, and carrier communication, seeing claims all the way to resolution.

Clear ROI. Continued success.

\$1.3M recovered in lost and damaged claims within 15 months

Ongoing efficiency for a continued return on investment

Proactive shipment visibility to support customers faster

The business impact:

What began as a recovery effort quickly became a sustained source of value. By implementing a proactive, automated claims process, the healthcare organization moved away from inconsistent, reactive recovery and established a repeatable, scalable system that continuously captures missed revenue.

With every shipment now monitored and claims filed automatically, recovery is no longer dependent on internal bandwidth or customer reports. The result is a “set-it-and-forget-it” revenue stream that runs in the background, delivering ongoing savings without additional effort or resources.

[Learn more about Lost & Damaged Claims Management by IA](#)

INTELLIGENT AUDIT

For three decades, Intelligent Audit has helped leading brands and household names across retail, consumer goods, manufacturing, and pharma turn complex shipping data into confident decisions. Recognized by Gartner and independent analysts as a market leader, Intelligent Audit pairs McKinsey-recognized AI with a best-in-class team that understands insight, not just technology, drives results.

With innovation grounded in experience, the platform supports shippers of every size and processed 2.1B shipments last year alone, delivering the scale, credibility, and intelligence today's shippers expect.

Control costs. Gain clarity. Ship smarter.

GET STARTED