



Case Study | Robotic Process Automation

Automated eligibility check, claims submission, status monitoring & transfer of files

Challenge

Client had a lot of manual intervention for their claims administration process which they wanted to automate. They wanted to automate the eligibility determination process and also needed customization of their HIM system to have reports and integration with mobile app.

Client Background

Client is a leading RCM company with the client base of more than 150+ Hospitals, Physician-Specialist groups, Independent Labs, Radiology centres and other providers..

Background & Solution:

- We implemented 20+ process robots using UI Path for automating manual routine tasks in patient eligibility and claims management.
- Built robots to extract patient eligibility details from Medicaid
- Automated fetching latest claim status
- Created FHIR server for electronic transfer of data through secure API's
- Created authentication mechanism for secure transfer and use of data elements
- Customized the Legacy app for HIMS to add reporting capabilities
- Developed Mobile app for appointment scheduling and tracking of patient information

Tools & Technologies:



Business Benefits:

- Saved about 90% of the manual effort
- Robots produce consistent highly efficient operations & customer satisfaction
- Increased processing capacity by 5 times when compared to manual execution for eligibility check and claims administration
- Reduced customer service center calls by 60%

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For more information please reach us at – info@analysts.com