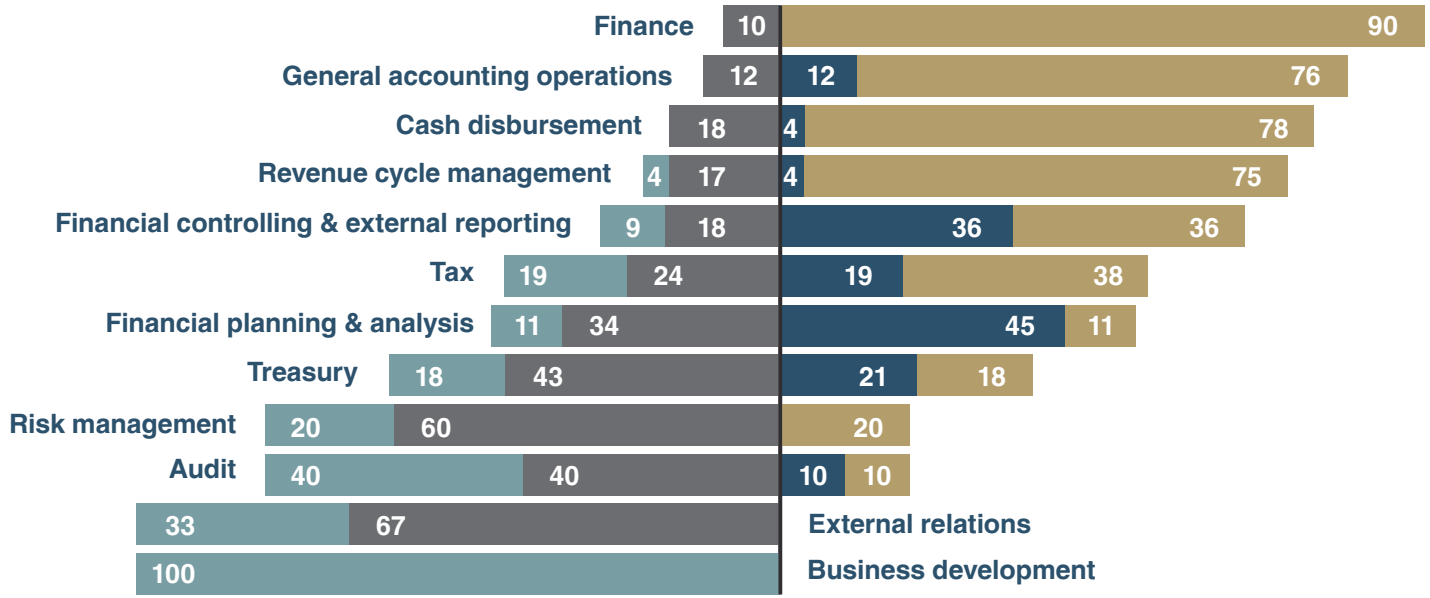


# Automation potential for healthcare systems



**KEY (by %):** Fully Automatable (Gold), Highly Automatable (Dark Blue), Somewhat Automatable (Grey), Difficult to Automate (Teal)

## Healthcare automation use cases

### Process / Value

Daily claim edit management / 1,850 hrs month

#### Summary

Daily filing edits is a time-consuming process that corrects claims errors before they are sent to insurers or patients. By using automation to create a reporting process that extracts and communicates rules-based information and errors, the company was able to reduce the need for 45 offshore full-time equivalent employees. Implementation was completed in four weeks.

### Process / Value

Denied and rejected claims follow-up / 80K - 160K hrs

#### Summary

Screen-scrape data from payor sites for claims payment status. ML/AI analyzes rejection codes for training improvement.

### Process / Value

Claims submission & 1st pass denials / 567K - 1.2M hrs

#### Summary

Sorts, corrects, and resubmits claims. ML/AI analyze rejection codes for training improvement.

### Process / Value

Insurance verification / 366K - 733K hrs

#### Summary

Extract data & logs into payer web to val/ver coverage, benefits, copays & deductibles. Updates/enters insurance benefits into billing system to ensure appropriate billing.

### Process / Value

UR business support / 100K - 200K hrs

#### Summary

Screen-scrape admission approval statuses from payor sites and enter into case management and/or EMR system. Allows UR/CM resources to appeal concurrent Level of Care/Medical Necessity denials quickly and frees up CM resources to focus on care management and throughput.

### Healthcare organizations using RPA

Cleveland Clinic, NYU Langone, OhioHealth, Texas Medical Center, Baylor College of Medicine, Anthem, University of Iowa Healthcare...and more.