

CASE STUDY / Healthcare

Automated Healthcare Claims Processing

Robotics Process Automation in Healthcare



CHALLENGE

Automating insurance claims processing, bringing scalability, efficiency & consistency in highly regulated claims processing work across LOBs, which are being pended by Auto Adjudication System. These pended claims were being handled manually by agents globally through various partners.

Customer wanted to explore opportunity of bringing in Robotics and AI capability, which can handle complex / semi complex claims currently not being processed by Auto Adjudication Engine.

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SOLUTION

Building BOTs inside client environment on top of Healthcare Auto Adjudication Process ensuring handling of claims not managed by Auto Adjudication Engine. We chose Automation Anywhere as RPA platform to build unattended automations, processing claims 24x7.

Key components of our Solution Architecture:

- **BPFC (Business Process Flow Controller) model**
- **BOT Configuration Controller**

To automate these processes, our Automation Center of Excellence deployed our skilled automation team inside Client secured restricted environment.

- Detailed analysis done on As-Is process 21 Pend Codes and built a solution to handle claims processing pended with such Pend Codes
- 50+ process steps are included in the solution with rules defined in it to handle claim processing by BOTs
- BOTs covers 3 Mainframe applications to handle claim's processing and takes care for reutilization of code
- Built centralized common framework to handle the flow of deployed multiple BOTs
- Output Reports are generated in required formats suggested by client to do further auditing.
- Dedicated IDs, separate VM Machines are being provided to each developer, tester to work in AETNA Environment. Dedicated SIDs and VM Machines are being provided for QA and PROD Environments.

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CLIENT SUCCESS

- Provided RPA solution comprising of 4 adjudication processes. The solution achieved improvised AHT and 100% TCA.
- Implemented BPFC (Business Process Flow Controller) model to reduce complexity of multiple workflows for the solution.
- BOT Configuration Controller is being implemented to control the complete flow of the solution.
- **Benefits** – Revenue generation by Bots by processing/releasing claims in PROD

OUTCOME

100%

TCA (Total Claim Accuracy)
Target expected as $\geq 95\%$
Actual TCA by Bots is 100%

100%

PAD (Payment Accuracy on \$ Paid)
Target expected as $\geq 99.25\%$
Actual PAD by Bots is 100%

>100K

Total CLAIMS processed by BOTs globally and counting

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