

# **AUTOMATED REVENUE CAPTURE**

for a leading provider of healthcare services solution



**Service:** RPA

## **OVERVIEW**

The company is a leading provider of healthcare services solution in the USA with 25 years of experience in healthcare products. Also an insurance service provider, the Customer chose ACL Digital as a digital practice consultant for implementation of an integrated workflow application to improve revenue cycle management.

## CHALLENGES



Frequent error in capturing patient data manually



Longer time taken for processing claims

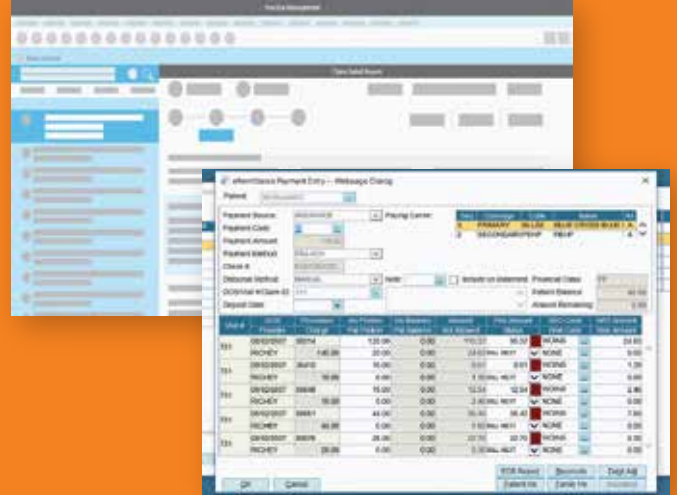


Poor patient experience

## SOLUTION

ACL Digital delivered an integrated workflow applications using Automation anywhere RPA (Robotic Process Automation) platform to enhance value from current IT systems to increase revenue capture and provide better patient experience. The approach for the Automated workflow solutions were based on the below points:

- 1 An RPA tool to automate new existing business process and claim management
- 2 A business intelligent platform to provide visibility into operations



## OUTCOMES

- 90% Reduction in manual effort
- +50% Return in increased revenue capture
- 100% Accuracy
- 40% Reduction in average handling time



ACL Digital is a design-led Digital Experience, Product Innovation, Engineering and Enterprise IT offerings leader. From strategy, to design, implementation and management we help accelerate innovation and transform businesses. ACL Digital is a part of ALTEN group, a leader in technology consulting and engineering services.

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