

AUTOMATED REVENUE CYCLE MANAGEMENT

for a Technology-enabled Healthcare Services Company



Service: RPA

OVERVIEW

The Customer is a leading provider of technology-enabled healthcare services designed to improve financial outcomes across the healthcare system. ACL Digital worked with the Client as an automation partner for revenue cycle management to address industrywide concerns about cost, compliance, and patient-focused care.

CHALLENGES

Difficulty in verifying health insurance eligibility for potential customers due to a lot of manual processes involved in medical coding and revenue cycle management workflows which led to:



Redundancy of the data



Manual Processing of the data and medical codes tagging



High Probability of human made errors

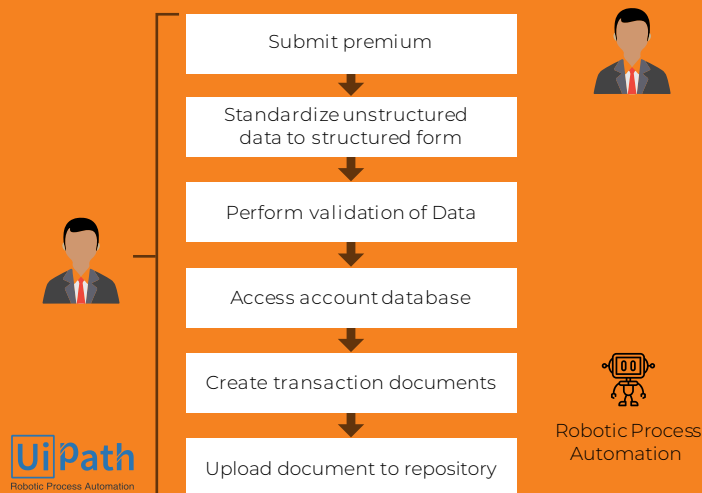
SOLUTION

After the pilot run, ACL Digital setup and provided Infrastructure for Automation using RPA Orchestrator, Elasticsearch & Kibana. As part of the solution, ACL:

- 1 Created and Automated system for Medical claim processing with a dashboard report
- 2 Implemented 1 bot for OCR extraction unstructured data
- 3 Setup centralized Hospital management system and automated capture of patient data from different department
- 4 Deployed 10 bots (5 for testing & 5 for production)to run the entire project

BEFORE

NOW



OUTCOMES

- Reduced errors
- Systematic file storage facility
- Easy data extraction through OCR tools
- 98% Reduction in Claim Processing Time
- 97% Accuracy Rate



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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