



Case Study

Streamlining Revenue Cycle Management for Hospital Groups using RPA

Industry

Healthcare Providers

Objective

Automate the rebilling process as part of Revenue Cycle Management

Quote

"Rebilling is one of the most complex and time-consuming processes we have. RPA has had a huge impact on Revenue Cycle Management. Speridian's deep Healthcare systems expertise and understanding of bots has been invaluable."

(Chief Financial Officer)



50%

Increased FTE Efficiency

100%

Reduction in Data Entry Errors

250%

Increased Billing Capacity

Clients

- Leading Hospital Groups in New York, Georgia, and South Carolina
- Medical billing service companies

Challenge

Medical Billing and Rebilling is one of the most complex processes within Revenue Cycle Management. The efficiency of a medical practice's billing operations has a critical impact on financial performance. Timeliness, accuracy, and transparency are paramount – however are impacted by

- The sheer amount of complex business rules & exceptions
- Navigation across numerous insurance payors - including Medicaid, Medicare, Commercial / Managed Care
- Data entry into a variety of Electronic Health Record (EHR) systems
- Data collection from emails, spreadsheets, and databases
- Time-consuming tasks and input errors caused by the variety of checks involved to ensure accurate insurance billing.

Solution

Speridian realized that a large part of the billing/rebilling process could be automated – reCAPTCHA handling and business exception interventions aside – and developed a **modular solution framework** leveraging **UiPath Robotic Process Automation (RPA)**. This framework can be configured for any Hospital and Healthcare Practice to run against their own applications, EHR (**Epic, Cerner**, etc.), payors' systems, Citrix, external websites, databases, spreadsheets, emails, etc. to automate the billing and document generation processes end-to-end. **2FA login** requests can be handled by the bot, while exclusive development practices maintain **HIPPA compliance**. Errors and exceptions are identified, flagged, and reported in line with **configurable business rules**. Billing/Rebilling can be triggered and scheduled at any time of the night/day, permitting employees to focus on exceptions/approvals at their convenience and freeing them up to work on more complex tasks.

Results

Using Speridian's pre-configured, modular solution framework means that a new billing process can be fully automated over a 2-6 week period, leading immediate results:

- **ROI within 2 months**
- **250% increase in billing/rebilling capacity**, which in turn leads to accelerated revenue cycles, and to increased revenue faster
- Complete **elimination of manual data entry errors**, and the resulting reduction in rework and rebilling
- **Full transparency and reporting** in line with configurable business rules
- Subject Matter Experts & Employees being freed up for other complex tasks requiring their input

The Speridian Advantage

- Speridian has one of the **leading RPA & Intelligent Automation practices in the US**, working with cutting-edge technology partners to advance the use of Next-Gen technologies in the Cloud & On-premise
- Speridian is an **elite member of the UiPath Services Network (USN)**, which is testimony to our commitment to the technology and our clients' success
- As a global IT Solutions company counting 1,000+ technology experts in the US and offshore, Speridian is the right size to **implement and integrate automation solutions at enterprise-scale**, and to operate/maintain process automations through **Centers of Excellence (COEs)**, and **RPA-as-a-Service (RPAaaS) managed service desks**
- Our RapidROI™ methodology ensures **immediate quick-wins**, while building out an **automation strategy**, developing a **value-driven implementation roadmap**, and providing **client enablement to build in-house capacity/capability**

About UiPath

UiPath is leading the 'automation first' era – championing a robot for every person and enabling bots to learn new skills through AI and machine learning, led by a commitment to bring digital era skills to the world and improving business productivity and efficiency, employee engagement and customer experience. UiPath has automated millions of tasks for businesses and government organizations all over the world, including approximately 50% of the Fortune 500. UiPath was recently recognized as the top company on Deloitte's 2019 Technology Fast 500, a ranking of the fastest public and private technology companies in North America, and #3 on the 2019 Forbes Cloud100.

About Speridian

Speridian and its 1,000+ experts have been at the forefront of CRM/ERP/HR/CX/OPA Innovation since 2003. Our Next-Gen Solutions Practice combines Robotic Process Automation (RPA), Machine Learning (ML), Predictive Analytics, Natural Language Processing (NLP), Business Rules Automation (BRMS), and Workflow Management (WFM) to be at the cutting edge of Digital Ops and Intelligent Automation.



250+
Global Clients



16+ years
of Innovation



1000+
Employees Worldwide



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