

Case study:

Revolutionizing Practitioner On boarding Through RPA

About the Client

The client is a prominent US-based healthcare provider specializing in medical billing and revenue cycle management (RCM) services. Their solutions include billing, coding, patient registration, denial management, credentialing, and laboratory-specific billing services. Dedicated to improving operational efficiency and healthcare processes, the client serves a diverse range of healthcare institutions, hospitals, physician groups, laboratories, DME companies, and standalone physicians. With a focus on patient-centric enablement and secure IT infrastructure, the client is committed to delivering exceptional service and streamlined solutions.

CLIENT'S NEED



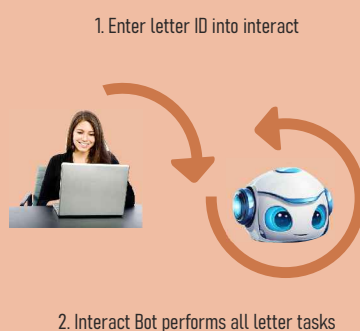
The client maintains a centralized portal where healthcare practitioners register and store their data. Practitioners often require their information to be transferred from this centralized repository to specific portals of their choice. This process was entirely manual, requiring extensive time and effort to input practitioner data into multiple portals. With an average of 200+ daily registrations, the client sought to automate this data migration to reduce time delays, eliminate errors, and enhance the onboarding experience for practitioners.

BEFORE AUTOMATION



Before automation, the client's team manually transferred practitioner data from the centralized portal to each specific portal. This process took an average of 30 minutes per practitioner, which significantly delayed onboarding given the high daily registration volume. Manual data entry also introduced a 5-10% error rate, leading to rework and further prolonging the process. Practitioners faced delays in accessing benefits due to the inefficiency of the manual system, impacting overall satisfaction and operational timelines.

AFTER AUTOMATION



1. Enter Letter ID into interact

2. Interact Bot performs all letter tasks

EmergeFlow Technologies implemented a robust Robotic Process Automation (RPA) solution to address these challenges. Over 200 bots were developed to handle data migration for various portals seamlessly. The automated process reduced the average onboarding time to just 5 minutes per practitioner, cutting the time by nearly 83%. The RPA bots ensured minimal errors, achieving an accuracy rate of 99.9%, compared to the previous manual process. Each bot also provided proof of submission for added accountability and compliance. This comprehensive solution enabled the client to manage high registration volumes effortlessly, ensuring practitioners received timely access to benefits and significantly improving operational efficiency.