



# Leading Healthcare Service Provider Enhanced their Patient-Payer Connectivity with an Advanced Admit Notifier from XTGlobal



## About the Client

Backed by decades of experience, the client has been creating a brighter future for the healthcare sector and leading the way in transforming the healthcare economy. They are solution providers to several leading hospitals and health systems in the US for more innovative, smoother revenue management.

Through an end-to-end platform for healthcare revenue management, they help drive profitability, compliance, and accuracy while lowering the cost of care and uplifting the entire system. They offer a complete set of market-leading solutions to financial teams, leveraging deep end-to-end integration that creates a 360-degree view of financial performance across all stages.

## Client Challenge

The client was experiencing numerous payment delays or denials due to delays in submitting NOA to insurance providers in a timely manner because of manual processes. Most insurances require Notification of Admission (NOA) to an inpatient status within 24 hours (or the next business day for a weekend or holiday admission). The need for an automated way to submit NOAs in different formats like EDI 278, Fax, and Robotic Process Automation (RPA) as accepted by the insurers on time resulted in various claims and monetary issues for both company and patients. The diversity of payer portals and workflows makes the process time-consuming and prone to errors.

The client required an advanced module that could help them stay connected with payers and issue NOA in real-time.

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## Business Needs

- Identify new patient admission and initiate NOA to insurers
- Automated data extraction of patient data with manual override if necessary for submission to insurers
- Determine if the patient is an existing patient or a new patient
- Sort and trigger notification of the data in various formats (EDI 278, Fax, RPA)
- Route NOA timely to correct payers
- Capture the acknowledgement of NOA submission of patient data with manual override if necessary for submission to insurers
- Keep payers, client, and patients connected in real-time

## Technology in Focus

Azure Cloud hosted solution, Admit Notifier, Elastic Search, eFax, Automated Notice of Admission (NOA), JotForm, PDF Generation & Merge, Keycloak Authentication, Fax Orders, UiPath, InRule, CosmoDB, SQL and Azure Service Bus, Storage blobs

## XTGlobal Approach

XTGlobal has engaged with the client to offer long-term support for their technological needs and create custom solutions that enhance their services worldwide. Through a thorough assessment of the challenges between the client and insurance payers, XTGlobal developed Admit Notifier module within their existing Integrated Process Automation system.

## XTGlobal Solution:

Designed the module to allow hospitals to submit the notice of admission through EDI 278, RPA bots, or Fax

Enhanced connectivity with payers by notifying them of patient admissions through real-time HIPAA-standard 278 messages, automated faxing, or bot-based payer portal interactions

Created rule-based permissions as below that can be enabled/disabled for different users:

Ability to assign an owner

Display as owner

Edit NOA data

View NOA data

Mapped the relationship between patients and hospitals/healthcare plans

Implemented automation using UiPath Robotic Enterprise Framework (REF)

Configured the module to interact with queues, consume the request data, and execute the NOA submission process on the targeted payer portal securely

Integrated email confirmation facility for successfully processed NOA requests to the business users

## Admit Notifier Features

- Create a Notification against the payer during a patient visit.
- Users can modify International Classification of Disease (ICD) & Current Procedural Terminology (CPT) codes for a patient visit.
- Users can choose the method (Fax/278/RPA) to notify the payer.
- Auto notification can be enabled for the payer to send automatic notifications.
- If automatic notification is disabled, users can send manual notifications.
- Track the history of the notifications.
- Ability to configure the fax forms to capture more information.
- Multiple new requests can be created if the notifications are not received by the payer.
- Rule based data validation with alerts to business users for any discrepancies.

## Business Benefits

**01**

Enhanced processing time of NOA to payers

**02**

End-to-end non-invasive automation without changing any of the existing system architecture

**03**

Offered seamless dataflow from the organization to Payer Portal

**04**

Ensured timely submission of NOA with high levels of accuracy and efficiency



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