XTGLOBAL™

Digital Robots Automate NOA Solution for Healthcare Providers

OVERVIEW:

A developer of end-to-end technology solutions for the Healthcare Industry was looking to develop an integrated RPA-based technology for healthcare providers to help with their NOA (Notice of Admission) Processes.

XTGlobal helped by developing digital knowledge workers (Digital Robots) that can handle identification of a new admission, route to the correct payers, extract required data, dispatch data to unique process queues, interact with queues, and secure execution of the NOA submission process on the targeted payer portal. These Digital Robots can handle every part of the NOA process from data submission to collection of responses, exception handling, and sending email confirmation for successfully processed NOA requests.

THE REQUIREMENT:

The client is a leading provider of fully integrated, end-to-end Patient Access Technology solutions in the Healthcare industry. Winner of Best in KLAS Award for Patient Access for 3 years, the client also offers SaaS-based Revenue Cycle Management software solutions for the Healthcare industry.

The client wanted to develop an integrated RPA solution for NOA (Notice of Admission) process, which is a critical activity for hospitals to follow timely whenever a patient gets admitted. In order to claim healthcare expenses from insurance companies, healthcare facilities have to submit the patient information to the payers which can be done by either Fax, EDI, or Payer Portal. Not submitting the NOA on time at the time of admission may result in delay, denial, or reduction of the claim.

CHALLENGES WITH THE NOA PROCESS:

The NOA process is however a challenging process for most hospitals as it entails searching the patient data, planning, and logging NOA request on Payer Portals, which is disorganized and difficult. Most providers also use manual, paper-based processes for submitting the NOAs.

Moreover,

- The diversity of payer portals and workflows make the process time-consuming and prone to human-errors.
- Sudden spikes in frequency and volumes of data are also difficult to manage.

In order to make the NOA process easier and error-free for healthcare providers, the client was developing an integrated RPA-based technology solution which was seamless, scalable, and caters to multiple providers, plans, and payer processes.

> It is estimated that a typical health system stands to lose an average of $4.9 million per hospital every year due to denials.
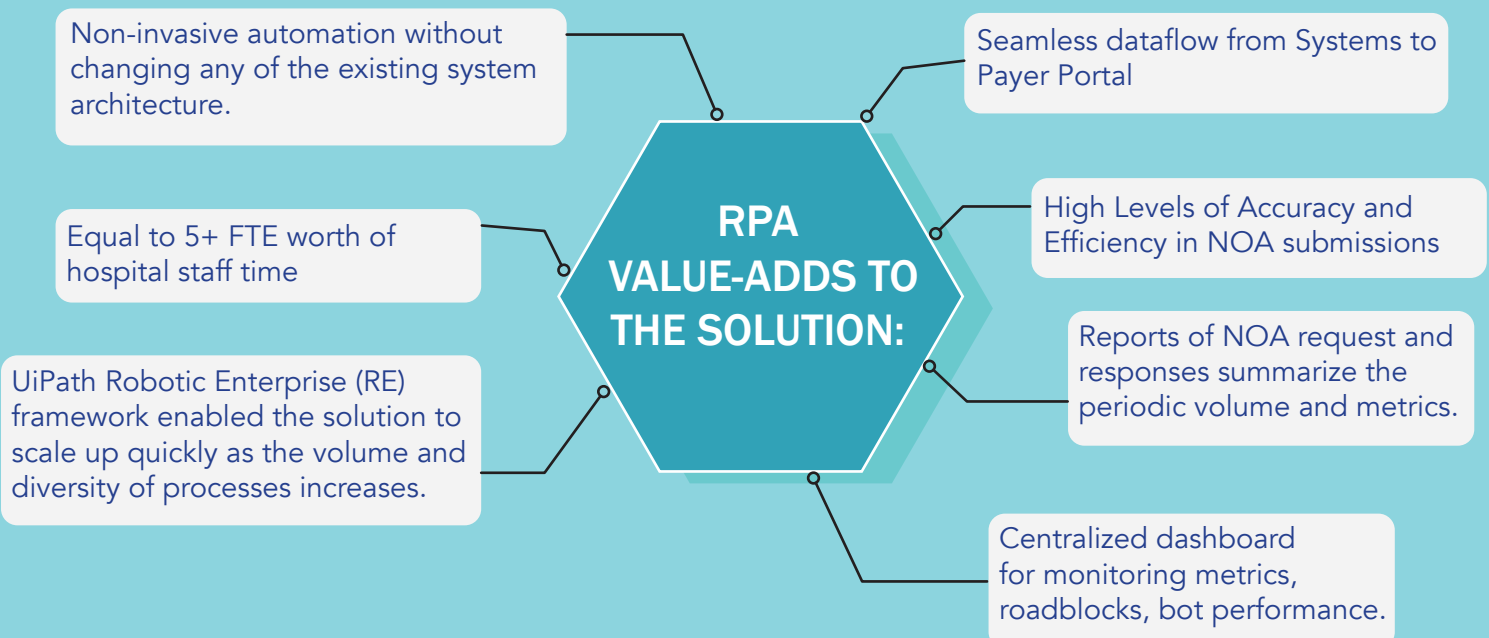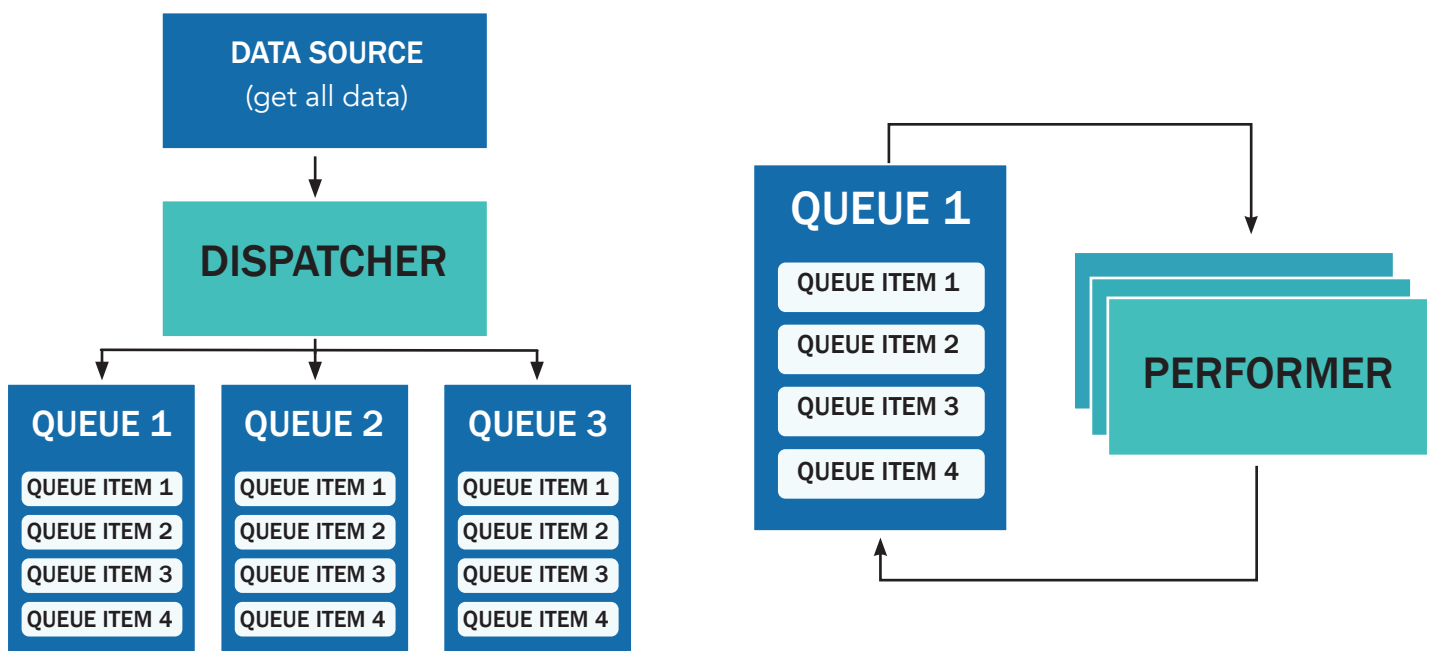>
> Source: Change Healthcare Report

DEVELOPMENT OF THE RPA-BASED SOLUTION BY XTGLOBAL:

XTGlobal RPA team conducted Discovery Sessions with client's team to understand the AS-IS or current process of NOA, mapping the relation between patient and hospitals/health care plans and manual business user workflows on Payer Portal.

An integrated RPA solution for the NOA process was developed which aims to identify when an admission occurs. Digital Robots will automatically route the notification to the appropriate payer on their portal.

The following processes were integrated into the final solution:

- Automation was implemented using UiPath Robotic Enterprise Framework (RE) on Dispatcher and Performer Model.
- Dispatcher Digital Robots communicate with Azure Service Bus to extract the data about patient, hospital, and payer insurance plans. They dispatch the requests to unique process queues.
- Performer Digital Robots interact with queues, consume the request data, and execute the NOA submission process on the targeted payer portal in a secure way.
- They further capture the authorization reference from the payer portal and send data along with request reference back into Azure Service Bus.
- The integrated solution will interact with Azure Service Bus for sending request to Digital Robots and collecting responses from them to process further.
- Digital Robots will send email confirmation for successfully processed NOA request to the business users. Also, they will capture the business exceptions and email time-bound alerts to the team.

DATA SOURCE (get all data)

DISPATCHER

QUEUE 1
QUEUE ITEM 1
QUEUE ITEM 2
QUEUE ITEM 3
QUEUE ITEM 4

QUEUE 2
QUEUE ITEM 1
QUEUE ITEM 2
QUEUE ITEM 3
QUEUE ITEM 4

QUEUE 3
QUEUE ITEM 1
QUEUE ITEM 2
QUEUE ITEM 3
QUEUE ITEM 4

QUEUE 1
QUEUE ITEM 1
QUEUE ITEM 2
QUEUE ITEM 3
QUEUE ITEM 4

PERFORMER

RPA VALUE-ADDS TO THE SOLUTION:

Non-invasive automation without changing any of the existing system architecture.

Seamless dataflow from Systems to Payer Portal

Equal to 5+ FTE worth of hospital staff time

High Levels of Accuracy and Efficiency in NOA submissions

UiPath Robotic Enterprise (RE) framework enabled the solution to scale up quickly as the volume and diversity of processes increases.

Reports of NOA request and responses summarize the periodic volume and metrics.

Centralized dashboard for monitoring metrics, roadblocks, bot performance.

RPA SOLUTIONS FROM XTGLOBAL:

We, at XTGlobal, understand that every business is different in terms of Workflows, Processes, and Automation Goals. We develop customized and scalable automation solutions using UiPath and Automation Anywhere platforms. Our aim is to create automated workflows and processes using existing infrastructure and advanced automation tools to ensure minimum disruption and quick ROI from the solution.

A Snapshot of Our Automation Solutions:

- Identification of best candidates of manual processes to kick off the RPA journey.

- Migration of RPA solutions from one platform to other.

- Upgradation to Cloud-based RPA.

- Management, Maintenance and Optimization of Digital Robot Workforce.

- Customization of automation solutions and alignment to any changes in business, compliance, and system.

- Conversion of basic rule-based automation into intelligent automation with AI and ML.

XTGlobal has 24+ years of expertise in creating customized IT solutions and providing consulting support to companies across the world. Our investment in partnerships with advanced solution providers like Oracle, Microsoft, AWS, UiPath, Automation Anywhere and Mendix helps us to design and develop innovative services that offer superior benefits.

OUR AUTOMATION PARTNERS:

Ui|Path™

AUTOMATION® ANYWHERE
Go be great.

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