

Revenue Cycle Management Process Automation Using RPA

4+ | Years of relationship

Business Problems

The client needed to automate various administrative tasks across existing business processes, including:

- Prior authorizations
- Payment posting
- Claim splitting, verification and error processing
- EOB splitting and upload, claims data extraction
- Patient charts and medical records download
- Auto-filling insurance related forms
- Document request processing, collection and upload

Solutions & Value Delivered

- ▶ CitiusTech architected, designed and developed a custom automation solution using the Automation Anywhere Robotic Process Automation (RPA) tool. Working together, the client achieved their goals:
- ▶ Standardized workflows across disparate systems to meet operational demands
- ▶ Increased throughput and productivity by scaling bots and reallocating bot machines
- ▶ Significantly reduced staff time and effort
- ▶ Reduced operational and administrative costs
- ▶ Continuous improvement using custom dashboards for performance analytics



5+

*RCM process
use cases
automated*

37+

*Business-
specific tasks
automated*

55+

*Live RPA
robots deployed*