



Automation of Revenue Cycle Management Processes Using RPA

Success Story

A leading Revenue Cycle Management (RCM) solution provider partnered with CitiusTech to automate labor intensive, high-volume and repetitive RCM processes using RPA technology.

Business Impact

A leading provider of RCM solutions automated its labor intensive, high volume, transactional and repetitive tasks across existing business processes. This resulted in streamlined operations, increased customer value and improved financial performance.

5+

RCM process use cases
automated

37+

business specific tasks
automated

55+

live RPA robots
deployed

Client Requirement

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

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

CitiusTech Advantage

CitiusTech architected, designed and developed a custom automation solution using the Automation Anywhere RPA tool. The solution helped the client:

- Standardize workflows across disparate systems to meet operational demands
- Achieve increased throughput & productivity by scaling bots and reallocating bot machines
- Significantly reduce staff time and effort
- Reduce operations & administrative costs
- Drive continuous improvement using custom dashboards for performance analytics

Technology Overview

CitiuTech's team of solution architects, business analysts, RPA engineers and QA specialists conducted a detailed assessment to develop a custom RPA solution. The automation solution includes:

Robust Design

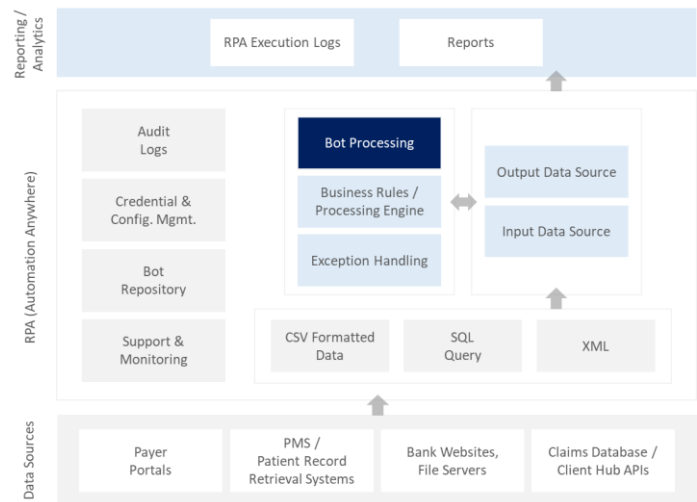
- Load and process large volume of RCM data
- Bot processing capabilities using OCR Tool, IQBOT v360, Emulators
- Automation integration and interface development
- Automation of front / back-end processes and tasks
- Inclusion of attended and unattended bots
- Analytics and reporting capabilities, including bot performance and utilization analytics, exception and execution reports

Enhanced Security

- Secured credential vault, role-based access control, audit logging and encryption
- Multi-layered security approach, including access management, data encryption, monitoring, cloud infrastructure and application security

Scalability

- Scale up / down by allocating bots across various automations based on volume while avoiding any concurrency issues
- Flexible automation architecture to enable onboarding of additional payer organizations



Solution Schematic – RPA for RCM

About CitiusTech

CitiusTech is a specialist provider of healthcare technology services and solutions to healthcare technology companies, providers, payers and life sciences organizations. With over 4,000 professionals worldwide, CitiusTech enables healthcare organizations to drive clinical value chain excellence - across integration & interoperability, data management (EDW, Big Data), performance management (BI / analytics), predictive analytics & data science and digital engagement (mobile, IoT). CitiusTech helps customers accelerate innovation in healthcare through specialized solutions, platforms, proficiencies and accelerators. With cutting-edge technology, world-class service quality and a global resource base, CitiusTech consistently delivers best-in-class solutions and an unmatched cost advantage to healthcare organizations worldwide.

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