

# Intelligent Automation in Revenue Cycle Management

## FTI Consulting Health Solutions

Intelligent automation is helping healthcare organizations improve patient care and resolve common revenue cycle management challenges.

Changing healthcare regulations and complex medical coding are just two of the many factors that create collection challenges for healthcare organizations that are dependent on efficient revenue cycles. In response, healthcare leaders are adopting intelligent automation solutions such as Robotic Process Automation (RPA) and advanced analytics to optimize revenue cycle processes and demonstrate tangible return on investment for their existing technologies.

### THE VALUE OF AUTOMATION IN HEALTHCARE OPERATIONS



#### Registration:

Creating patient accounts



#### Pre-Authorization:

Submitting pre-authorization forms



#### Claims:

Verifying insurance info & coding for treatment



#### Claims:

Resolving denial issues



#### Collection:

Prioritizing AR collections & automatic reminders



#### Accounting:

Preparing daily KPI reports & reconciliations

### INTELLIGENT AUTOMATION – A SOLUTION THAT DELIVERS PROCESS EFFICIENCY AND ACCURACY

Intelligent Automation refers to an array of emerging technologies (e.g., RPA, OCR, machine learning, etc.) that can be combined to digitize and automate even the most complex end-to-end processes, enabling organizations to improve the bottom line while freeing up resources to focus on more complex, value-added activities. The following case studies illustrate how intelligent automation can be deployed to optimize aspects of revenue cycle management.



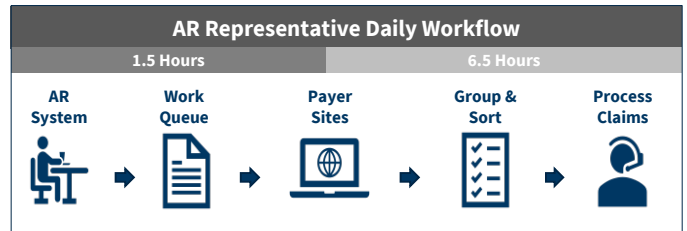
**USE CASE ONE**

**Intelligent Automation in Action**  
**Patient Financial Services Claim Status Lookup**

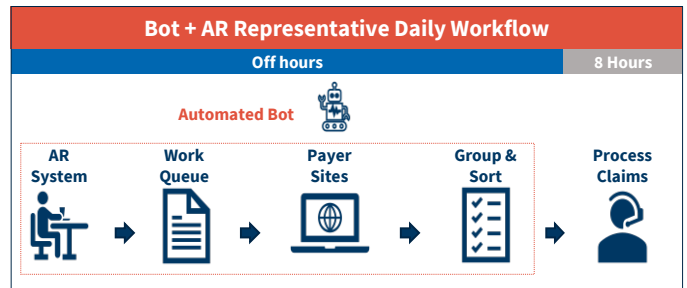
The daily activities of A/R staff included spending significant time performing manual claim status lookups. This daily task required an A/R professional to open a work queue with assigned open balance claims. Then, the professional spent considerable time navigating to a payor website and searching for a patient claim status. The process typically accounted for 25% of each working day per professional and was identified to be repetitive, structured and standardized.

Opportunity: The organization implemented automation to increase staff productivity, reduce low-value inputs, and free billing office employees for high-value tasks and special projects. From a claim status process standpoint, the organization benefited from claim prioritization, eliminating unnecessary follow up on pending payment, and accelerating accounts routed to denials or self-pay.

**“AS IS” Workflow**



**Automated Workflow**



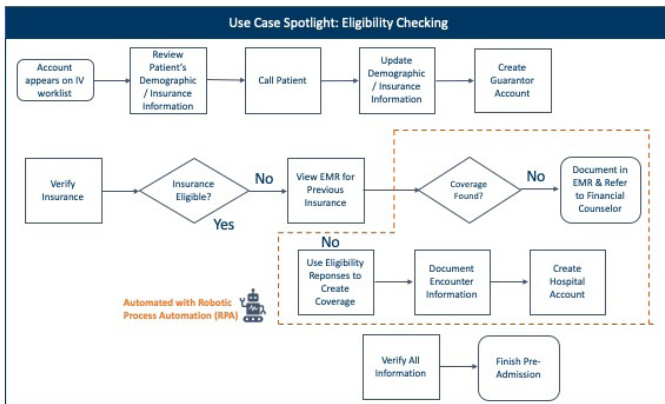
## USE CASE TWO

# Patient Access Services

## Eligibility Checking





Manual patient eligibility workflows are commonly repetitive and time consuming. The healthcare staff are not always confident that the Real-Time Eligibility (RTE) tool will perform as expected; therefore, staff spends time double checking outputs.

**Opportunity:** Improve patient eligibility workflows by leveraging intelligent automation, including Robotic Process Automation (RPA) and Optical Character Recognition (OCR). By implementing automated workflows, personnel will be able to target follow-ups on flagged accounts based on the automated check. Additional benefits of the automated process include increased insurance verification metrics or KPIs and increased ROI for financial clearance initiatives. Capacity of core staff also increases, enabling personnel to adjust away from insurance verification tasks to re-focus on important financial clearance and analytical functions.





## THE BENEFITS OF RPA

### Digital Workforce

-  Reduced costs and/or increased capacity
-  24/7 operations
-  Faster cycle times
-  Improved accuracy and compliance

### Supplemental Technology

-  RPA does not replace existing technology platform but supplements its limitations and shortfalls with digital workforce.
-  It is a layer of technology that helps companies, regardless of where they are in their transformation journey, improve productivity and reduce costs associated with iterative manual tasks.

## How to Approach RPA in Your Organization

- 1 **Prioritize use cases:** Develop a short list of potential use cases, taking into consideration number of repetitive tasks as well as common RPA suitability criteria such as rules-based nature, structured and digital inputs, process stability and process maturity. Information gathered can be used to develop a business case or justification for automation.
- 2 **Select an RPA software:** Evaluate RPA vendors based on criteria such as usability, compatibility with systems and processes, security, product roadmap and total cost of ownership.
- 3 **Build, test and implement a bot:** Perform process discovery to document the way the process is being handled currently. Afterwards, with RPA in mind, design the future “TO BE” process. Using the software selected, build, test and deploy the Pilot bot.
- 4 **Operate and optimize:** Some of the most meaningful learnings in the RPA Pilot process take place after your first bot is deployed. Understanding how to monitor, schedule and support the bot from both business perspective and technical perspective should not be underestimated.

## FTI’s Intelligent Automation Solution Areas



Automation Strategy



Intelligent Automation Assessment



Automation Platform Design & Architecture



Automation Implementation



Intelligent Automation Enablement



Scaling Automation for Pilot Program

FTI offers comprehensive intelligent automation advisory and implementation services for Healthcare organizations looking to establish an automation strategy, implement scalable solutions and maximize performance of ongoing initiatives.

The changing market imposes new requirements to the strategic direction, value propositions and capabilities of healthcare organizations. It is essential to realign your business strategy, enable digitization and define the future direction of your role in the ecosystem, business model, products and services. Modern automation is helping transform and re-invent healthcare operations by increasing efficiency, strengthening compliance and improving employee experience.

If you would like to learn more about how intelligent automation can optimize your healthcare operations, please contact our experts:

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