KOFAX

Robotic Process Automation for Healthcare

One of the primary challenges facing healthcare organizations is managing and processing information spread across many internal and external sources, including clinical applications, lab information systems, third-party portals, insurance portals, radiology information systems, scheduling applications, ERPs and HR applications. Integration across these systems is often complex, and most healthcare organizations still often rely on humans to perform manual labor-intensive tasks to process information.

Finally, there is a solution that automates virtually any manual, repetitive, task that needs to be applied to content to ensure it is accessed and acted on as part of critical healthcare business processes. A new digital workforce made up of intelligent software robots is helping healthcare organizations automate the flow of information from multiple EHRs, partner ecosystems, finance and accounting systems, and payer portals without complex coding.

There are many applications in which Robotic Process Automation (RPA) can help healthcare organizations increase operational efficiency, lower costs and limit the possibility of human error when processing information including:

- Physician credentialing
- Enrollment and patient eligibility
- Patient scheduling
- Coding
- Claims administration
- Clinical documentation
- Medicare billing and compliance
- Secondary claims management
- Accounts receivable and denial recovery
- Patient self-pay administration

RPA is complementary to existing systems and processes, enabling healthcare organizations to address gaps in existing processes where work is still being done manually.

Success Story

Efficiently verifying health insurance eligibility

A nationwide leader in medical supply distribution was struggling to verify health insurance eligibility for potential customers due to highly manual processes. Millions of dollars of insurance denials were the result. With RPA, the medical supply distributor now automates the retrieval of client coverage data from insurer web portal sites, catching potential eligibility issues early while meeting the customer response times mandated by their service level agreement.

RPA helped this company verify thousands of patients' insurance eligibility daily while saving $1 million annually.

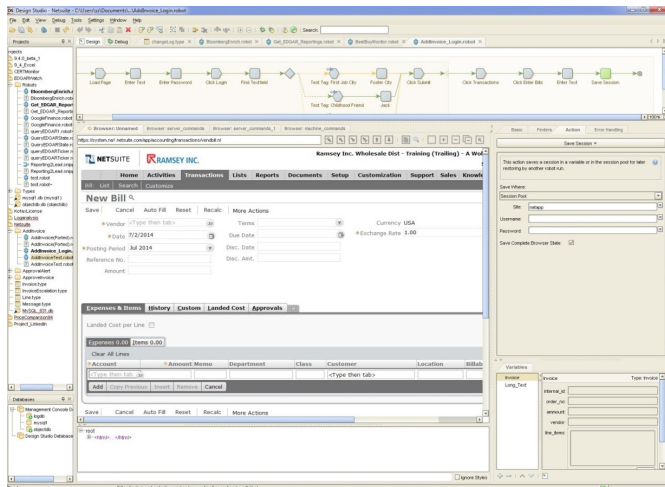## Benefits of RPA

- Overcome the challenges with integrating disparate systems using robots to automatically acquire and integrate data from clinical applications, lab information systems, third party portals, insurance portals, radiology information systems, scheduling applications, ERPs and HR applications

- Release employees from repetitive tasks so they can apply their skills to scenarios that require a human touch

- Eliminate drain on budget and human resources, infusing speed, intelligence, efficiency and quality into your healthcare processes

- Automate tasks like eligibility requests to access information for better communication to providers and patients

- Automate claims status requests and perform reviews of claims to deliver better revenue cycle management

Features of Kofax Kapow

- ◆ Build sophisticated intelligent robots that automate data-driven process activities, or develop custom solutions that encompass many robots

- ◆ Automate extraction and transformation of data from clinical applications, lab information systems, third party portals, insurance portals, radiology information systems, scheduling applications, ERPs and HR applications

- ◆ Automatically publish robots with a standard Java, .NET, SOAP and RESTful interface which can be used to control robotic processes from external applications and remote systems

- ◆ Automate process activities using intelligent rules-based robots that interact with enterprise applications like EHR, EMPI, ERP and ECM systems

- ◆ Adheres to IT standards and provides role-based security administration

Kapow Design Studio supports rapid, point-and-click creation of intelligent robotic process automation flows.

What is Robotic Process Automation (RPA)?

RPA enables you to create a digital workforce that works side-by-side with your employees to drive greater efficiency. RPA eliminates almost any manual process activity or task. Smart software robots comprising powerful and dynamic process flows automate the tasks that humans would otherwise perform simply by mimicking what a user would do in an application, while complementing other automation platforms.

The Kofax Kapow™ robotic process automation platform is the fastest and most efficient way to build intelligent robots that handle processing of information from virtually any application or data source, including websites, portals, desktop applications and enterprise systems—without any coding.

Kapow lets you quickly build, deploy and manage automated software robots that communicate bi-directionally across internal enterprise systems and external sources, without requiring APIs and complex integration coding. The end result is that healthcare organizations can automate virtually any front and back office process by simply deploying intelligent robots that mimic the actions of the user, while also applying business logic and rules along the way.

Whether it' patient enrollment, researching claims denials or any other manual business activity, by applying RPA to rules-based, labor intensive and error-prone processes in healthcare, you can accelerate workflows, improve accuracy and free internal staff to focus on true process exceptions.

For more information on RPA and how intelligent robots can be utilized for many use cases visit http://www.kofax.com/robotic-process-automation.

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