

Case Study :

Revenue Cycle Management Automation for the Healthcare Industry

Healthcare / Business Process Outsourcing

Client Context

A leading provider of **Revenue Cycle Management** Solutions for the healthcare industry was looking to automate the highly manual **Medical Coding** and **Explanation of Benefits (EOB)** business processes for its global clients.

Value Delivered

60-80%

Improvement in RCM Agent KPIs

- Days to Final Bill
- Claims Denial Rate

HIPAA

Compliant processes

90%

Reduction in error rates

Process Area

Coding and EOB Compliance as part of Healthcare RCM Process

Business Challenges

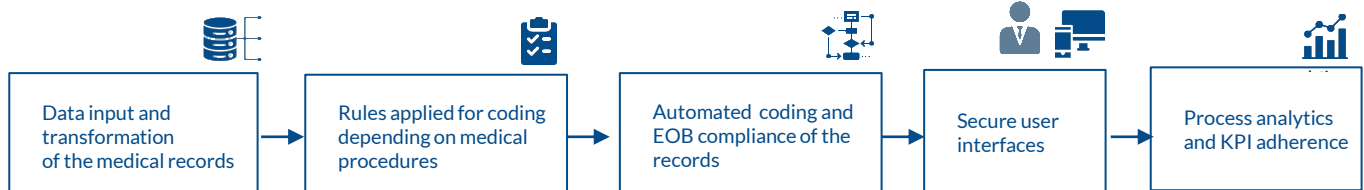
- The Revenue Cycle Management solution provider was looking at a scalable solution to deal with the increasing complexity in its medical coding function.
- The RCM agents working in the function were reading the **unstructured data from medical records** and assigning codes manually.
- Significant impact on the **productivity and efficiency** of the Coders, and **high error rates**.

Solution

EvoluteIQ redesigned the medical coding process using an automated and data-driven approach and transition to **Computer Assisted Coding and EOB processing**.

- **Single, integrated automated solution** for process automation and user interface for **5000+ RCM agents**.
- **Multi-tenancy support** with **secure workspace** for the the different clients of the BPO company.
- **"Operational Cockpit"** for BPO supervisors to manage their business KPIs, with the ability to bubble-up by the client.

End-to-end automation within EIQ



EQ Platform Overview

Low-Code, No-code Hyperautomation Enablement Platform



Process Flows

Automate enterprise workflows and create seamless customer and user journeys quickly.



Event Flows

Process and analyse events in real time to predict real-time threats and identify opportunities.



Decision Automation

Simplify complex decision logic to make accurate decisions in changing business environments.



Analytics and Reporting

Derive actionable insights for your business with robust analytics and present data in rich reports.



Mobile Apps

Create enterprise mobile applications that can work online or offline.



Data Flows

Handle structured and unstructured data with an easy drag-and-drop functionality.



Cognitive Capabilities

Embed intelligence in the handling of process and data attributes using dynamic ML models.



Enterprise Connectors

Integrate with business-critical systems quickly using pre-built and custom connectors.



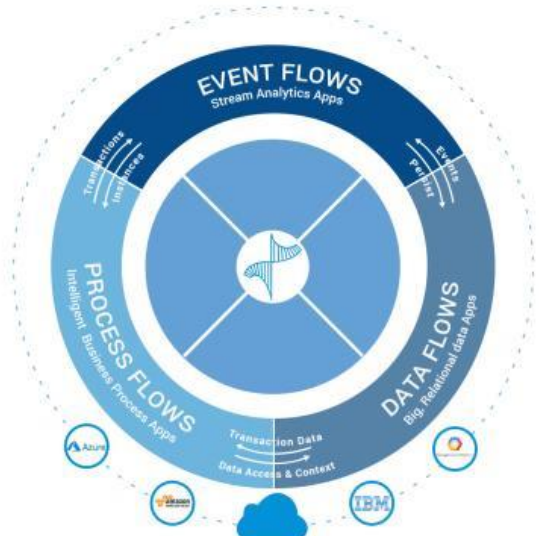
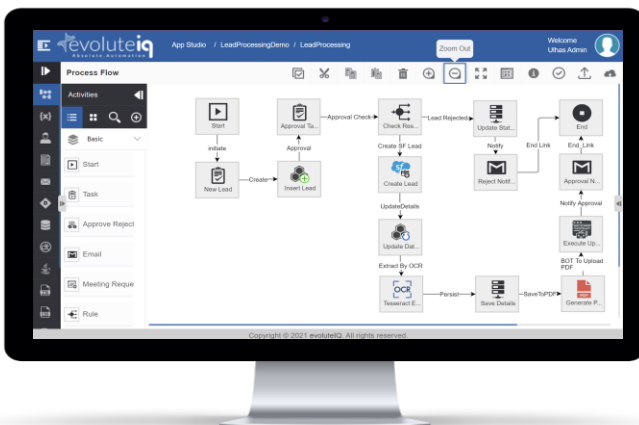
RPA

Leverage the power of non-intrusive, unified RPA.



Web Apps

Create visually appealing and dynamic web applications using new or pre-built templates.





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