

# Case Study

## AI-enabled Healthcare Claims Processing Solution

### Healthcare

#### Client Context

A leading provider of integrated business solutions for healthcare claims processing wanted to reduce the risks of HIPAA related violations while improving the operational efficiency of healthcare claims processing.

#### Value Delivered

**91%**

Accuracy in data capture vs the earlier 76% thereby reducing the need for manual processing

**40%**

improvement in manual work related to claims document handling

**60%**

Reduction in HIPAA violations due to processing errors within 3 months of go-live

#### Process Areas

Healthcare

#### Business Challenges

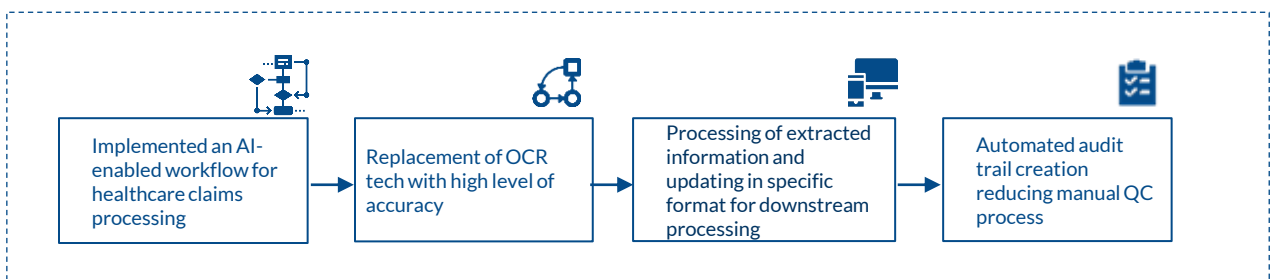
- The client, a leading provider of integrated business solutions for healthcare claims processing, was dealing with accuracy issues resulting in an increased number of HIPAA violations.
- Issues in manual handling of claims documents was leading to PHI was creating issues related to turn-around time
- The overall goal was also to minimize the operational inefficiencies and move to a "first time right" approach

#### Solution

The EIQ platform was used to implement an AI-enabled workflow for the processing of healthcare claims. The case documents package was handled using an automated approach reducing manual intervention.

- The current OCR technology was replaced using to ensure that the structured data extraction from the (unstructured) medical bills and supporting documents was at a high level of accuracy for reliable decision making.
- The extracted information including patient information, bill lines and associated CPT/ICD codes were then processed using a complex business rules engine. Finally, the information was updated in the specific format for downstream processing.
- The solution included an automated audit trail creation to support compliance with regulatory requirements.
- Manual QC process was reduced/eliminated in planned manner as the confidence in the system improved.

#### 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.



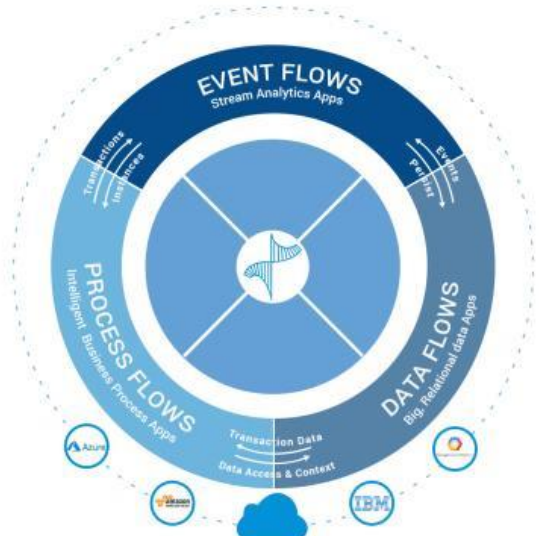
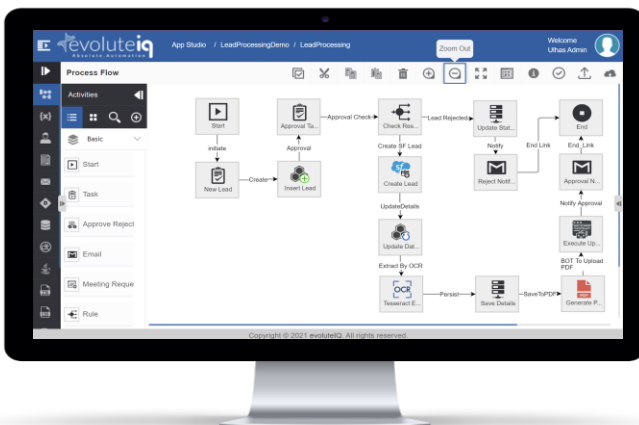
### RPA

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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