



Automation Addresses Deluge of COVID-19 Related Claims

It goes without saying that the COVID-19 pandemic will have a ripple effect on payers, particularly in revenue cycle and claims management.

We must take a lesson from banks that are struggling to process SBA loans now, and prepare health plans for processing a host of new CPT codes and claims from COVID-19-related testing and care, new virtual care channels, as well as complex and evolving care across numerous cohort populations.

We can help.

Our Robotic Process Automation (RPA) solutions can be implemented quickly to help you increase claims capacity and decrease potential errors and manual re-work.

Automation solutions will help you manage the surge with confidence, but also ensure that you give new members the best experience possible without burning out your staff.

20.5M

Americans could be hospitalized during the course of the pandemic

Source: "American Hospital Capacity And Projected Need for COVID-19 Patient Care." Health Affairs
March 17, 2020

RPA Gives Your Fast & Flexible Control When Systems Change

Adapting to new CPT codes & new claims rules.

Claims systems, inevitably, break when health plans have new codes and need to conform systems to new rules.

Your three choices are to handle these changes with manual effort, take an inordinate amount of time to adapt underlying legacy systems, or augment your systems with robotic process automation.

How will you handle the surge of new claims?

Your claims systems need to handle a surge in volume and types of claims.

RPA helps you rapidly change and process a deluge of new claims without adding new software or updating complex systems.

Bots can change as your volume changes, day-to-day and week-by-week.

Our team can address downstream operations and help you provide outstanding member service when they need you most.

Request our end-to-end impact mapping service to help you identify and develop automation strategies to ensure that other areas, like billing, collections, and member communication, are streamlined and aligned to deliver the best experience during the pandemic.