Automation Addresses Coming Surge in Medicaid Enrollment

The COVID-19 pandemic, and its effect on the U.S. economy, will create a deluge of new Medicaid enrollees across states.

We must take a lesson from banks that are struggling to process SBA loans now, and prepare health plans for processing a surge of Medicaid pre-enrollment from new members and in new states.

We can help.

Our Robotic Process Automation (RPA) solutions can be implemented quickly to help you increase enrollment 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.

15-32%

expected increase in Medicaid Enrollees due to COVID-19

Source: "COVID-19 Impact on Medicaid, Marketplace, and the Uninsured, by State." Health Management Association April 3, 2020

RPA Gives Your Fast & Flexible Control When Systems Change

Expanding into New States? Dealing with changing rules?

Enrollment systems, inevitably, break when health plans enter new states with Medicaid products 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 members?

Your pre-enrollment systems need to handle a surge of new enrollees.

RPA helps you rapidly change and process a deluge of new enrollment applications 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 streamline 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.