Robotic Process Automation Shortens Time to Revenue Recognition While Improving Accuracy and Patient Experience with Payer Rejections

**Challenge**
Time-consuming, manual process to update electronic health records (EHR) and rectify patient outcomes following a payer rejection.

**Solution**
Development of a software robot to handle data analysis, patient insurance confirmation and record updates.

**Outcome**
*Two weeks of manual effort completed by robot in three hours with zero data errors*, and 100% of outpatient encounters reviewed, researched and updated.

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**Allied Process Owner**

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**THE CHALLENGE**

Intalere member Allied Services is a not-for-profit health system in North Eastern Pennsylvania, specializing in post-acute healthcare and human services for those with disabilities and chronic illness. Levels of care provided include inpatient rehabilitation, outpatient rehabilitation, short-term and long-term skilled nursing, home health, hospice and palliative care, and in-home care.

As with many of the processes within healthcare, transactions with the insurer are a critical step in allowing patients access to affordable care. In order to make that connection, Allied must review each patient outcome each month to ensure the payer has accurate patient records to properly process a claim.

Allied’s process required an analyst to manually pull a report of the thousands of patient outcomes and review for those rejected by the payer. Once the rejected claims were identified, they required individual research by logging into the payer’s website and validating patient insurance information. Once that information was located, the patient’s record was updated in their system, notifying the case management team to take further action and resubmit the claim. As Allied works with over a dozen payers, this process was incredibly time consuming.

After the Allied team explained the complexities to the Intalere Robotic Process Automation (RPA) team, it was clear the process needed to change. In addition, it was taking the team up to two weeks to rectify most of the rejected claims, taking them away from other important activities.
The Intalere RPA experts sat down with the Allied stakeholders and completed a detailed process map. It was clear that the increasing volume of patient records was not scalable unless the Allied team added staff. However, because each step in the process was logic-based, the Intalere RPA team suggested a software robot could be deployed to do the heavy data analysis.

The robot would download a report each month containing every outpatient encounter for the previous month. It would then perform data analysis on each record to determine the reason for each patient rejection. This analysis would require cross-referencing information from Allied’s medical record system with each of the payer websites, of which there were more than 15. Once that analysis was complete and the correct information was found, the robot would update the patient record and send an email to the team noting the completed work.

Intalere began developing the robot with the intention of freeing the Allied team from weeks’ worth of data analysis, while also minimizing the time to revenue recognition by receiving payer payments more quickly.

In the end, the process requiring two weeks of analyst time now takes the robot three hours. The bot is operating with a 100% success rate and the stakeholders have heralded efficiency as a key driver of the process.

According to the process owner on the Allied team, “Finding efficiency in this process has been the biggest win for us. Automation has enabled our team to focus on other activities that had been deprioritized based on previously unavailable bandwidth.” The activities include more proactive communication with the payer network regarding claims payment, process optimization to prevent some rejections from occurring and more time ensuring accurate patient data.

Allied is now able to improve their patient experience through:

- Reduced times for payer payment issuance
- Optimized employee efficiency
- Decreased time for revenue recognition

About Intalere

Intalere’s mission focuses on elevating the health of healthcare by designing highly personalized solutions to improve our members’ financial, operational and clinical performance.