

Case Study

RPA – Medical Billing and coding process

Client

Major Healthcare Client

Timeframe

From Jul-2021

Area of expertise

Robotic Process Automation

Responsible for

Ran whole project

CHALLENGE



This client has a big staff of doctors, nurses, and medical assistants dedicated to wound care practices service. They provide their services to patients in their homes and residents in Long-term, subacute, and supportive living facilities. They serve Approximately 100 of these facilities throughout Australia and treats 1,500 patients weekly.

Fast and accurate payment by Medicare is an important process aspect for all healthcare providers. Manual analysis process Clinical documents-charts and notes and code determination being related to a particular case were very tedious and time-consuming. Or this process had to be handled manually by a devoted and experienced programmer. Over 50,000 codes fall into different categories to generate proper invoices daily. The changes associated with such complexity Inaccuracies in medical coding delay the overall operation and also leads to improper payments. This customer wanted to eliminate a potential loss of revenue Inaccurate coding. Moreover, from a revenue cycle management perspective, it was crucial that the coding for billing was done quickly and with one hundred percent accuracy to avoid rejection/non-payment of claims.



APPROACH



Adactin implemented RPA Bots to automate hundreds of charts each week easily and efficiently. With native machine learning abilities, bots understand, analyse and create a wound and prescription documentation for each patient and create a billing code that creates a suitable invoice. The billing/payment process is accomplished via an external billing company, a dedicated system, or everything in-house. This automation reduces the risk of manual errors and improves the efficiency of the entire process. The medical staff needs to focus more on patient care and more complex coding scenarios.



OUTCOMES & BENEFITS



- 1 Manual Work Reduce to 95%
- 2 Coding Accuracy Improved to 90%
- 3 Shift time process by 80%.



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