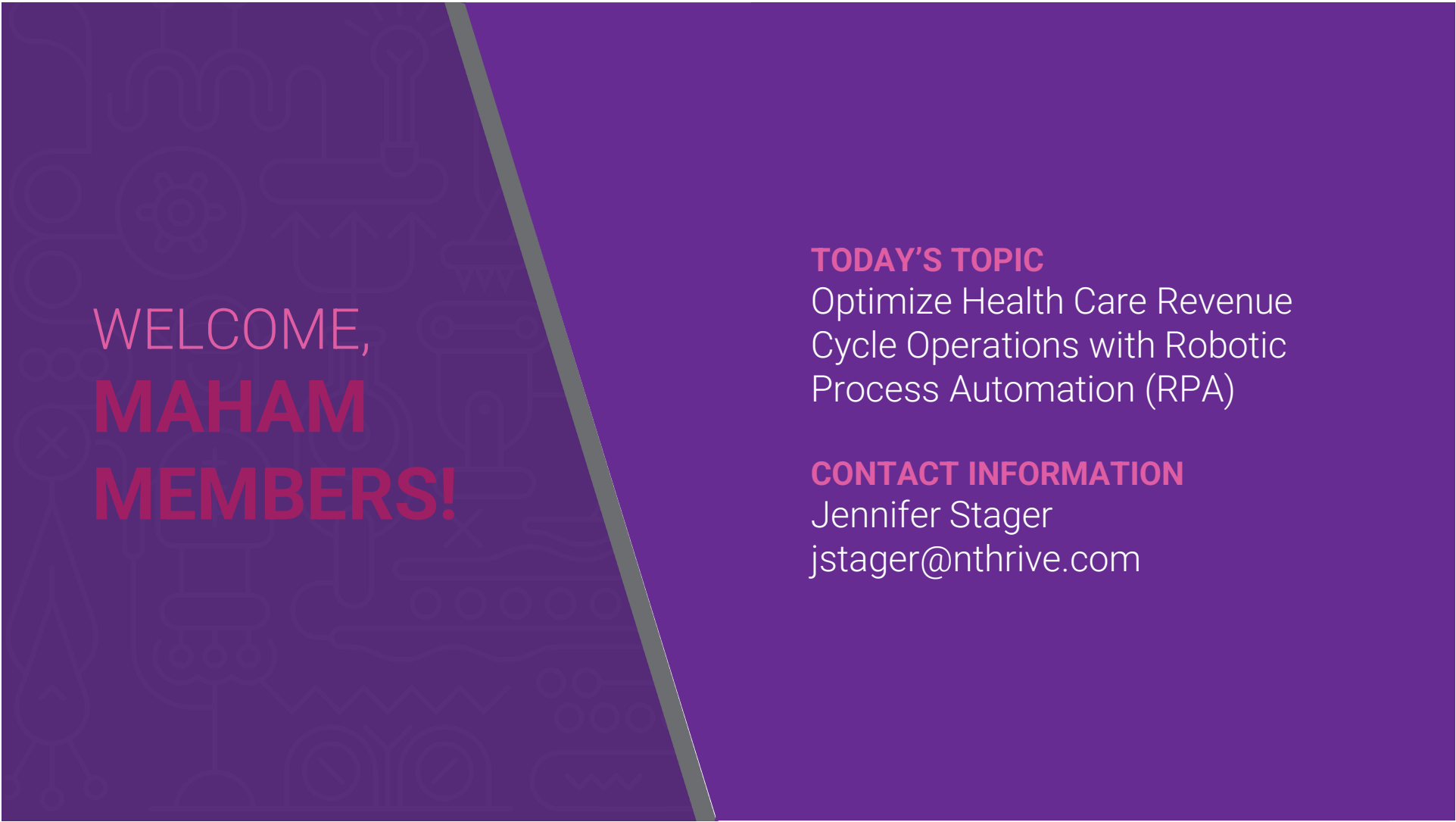




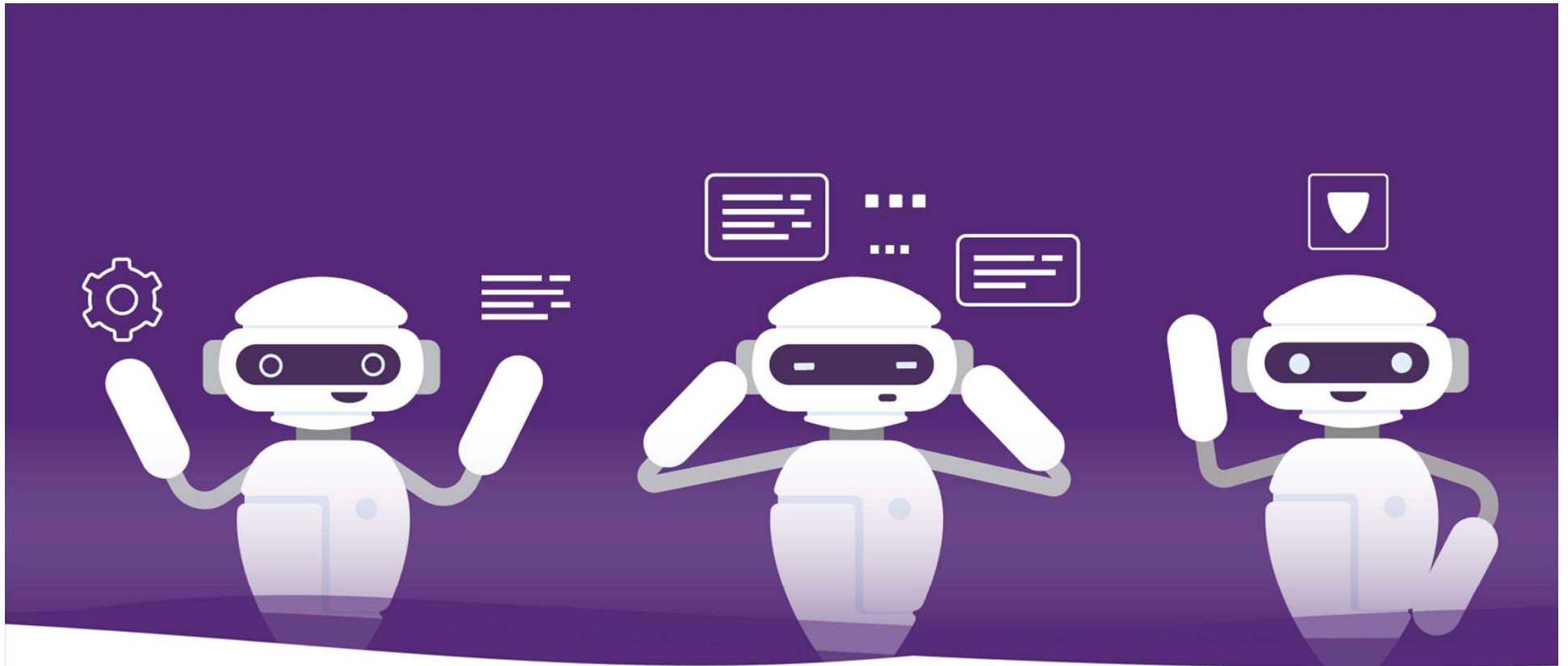
WELCOME,
MAHAM
MEMBERS!

TODAY'S TOPIC

Optimize Health Care Revenue
Cycle Operations with Robotic
Process Automation (RPA)

CONTACT INFORMATION

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Optimize Health Care Revenue Cycle Operations with Robotic Process Automation (RPA)

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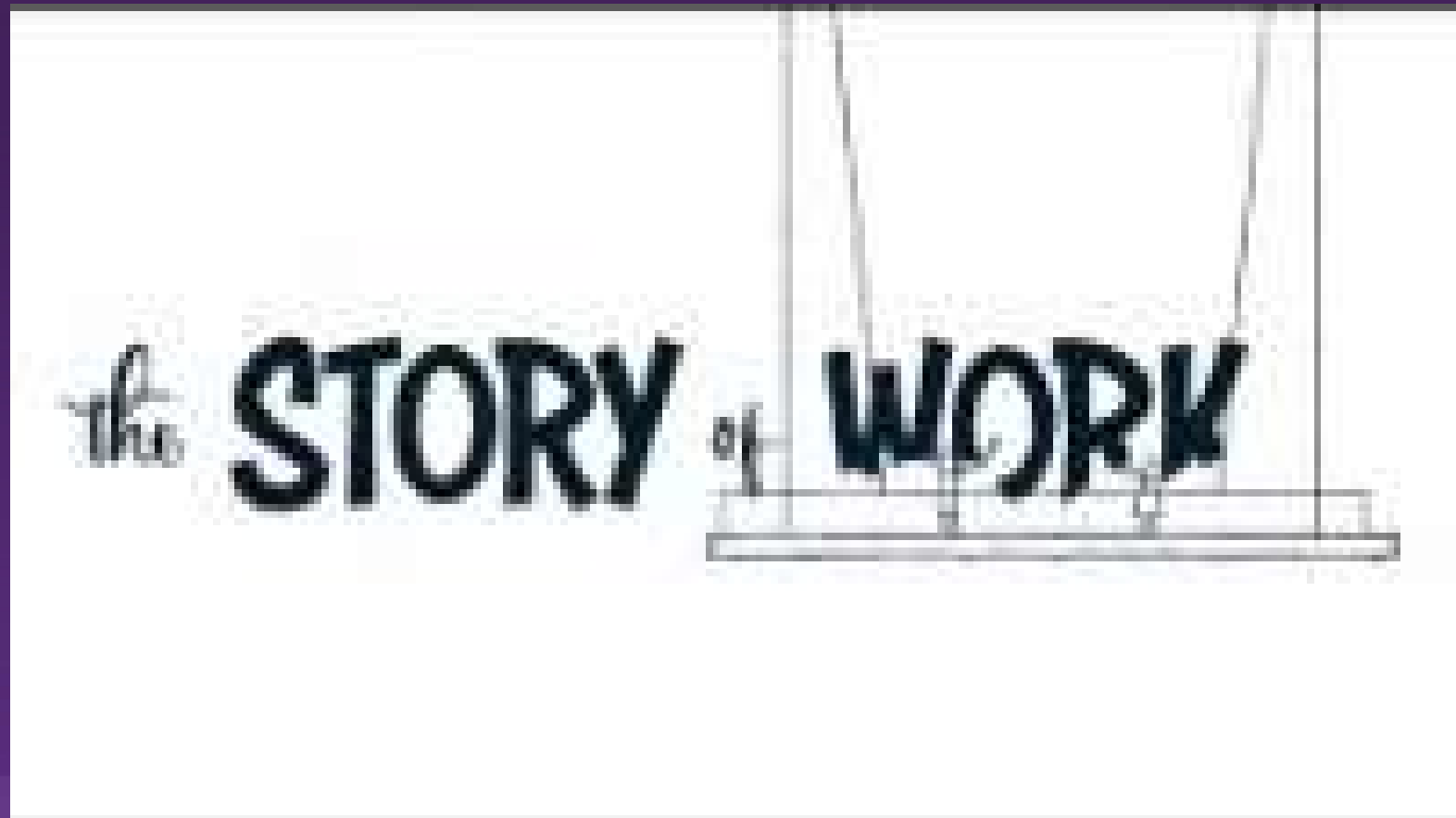
Agenda



- What is Robotic Process Automation (RPA)?
- How can we leverage it to impact entire revenue cycle?
- Proven Results
- Implementation: Build vs. Buy?

Poll Question

Are you using RPA within your organization?



<https://www.uipath.com/rpa/robotic-process-automation>

The Healthcare Revenue Cycle Process Needs to Become Smarter

➡ **Lower reimbursements
and cost pressures**
are further impacting already
thin margins

➡ **Human resource
intense processes**
need to be re-evaluated to
reduce cost-to-collect



➡ **Hiring is becoming
more difficult**
due to work-from-home and
salary trends

➡ **“Because we have always
done it that way”**
is no longer cost effective

Robotic Process Automation 101

- **RPA is a software program that performs automated, repetitive, pre-defined tasks.**
Bots typically imitate or replace human user behavior. They operate much faster than human users.
- The bot performs the task using the same interface a human worker would;
 - Clicks, opens, and closes applications
 - Types, uses keyboard shortcuts
 - Uses full mouse functionality
 - Left/Right click
 - Multi-select, click and drag
 - Logs into payor websites
 - Bots have their own credentials
 - Can operate within any platforms/applications

Robotic Process Automation 101

- **RPA is a software program that performs automated, repetitive, pre-defined tasks.**

Bots typically imitate or replace human user behavior. They operate much faster than human users.

- The bot can make logical decisions like a human worker would;
 - Use logic to determine proper action in a process
 - Gather data from multiple systems
 - Use Optical Character Recognition (OCR) to extract data from images
 - Combine data and logic to complete complex processes

How do we leverage RPA technology?

➤ An RPA initiative can lead to development of new disruptive solutions that:

- Improve current processes
- Expand your ability to 'think outside the box'
- Introduce completely new ways to solve problems
- Enable advanced resource models for Revenue Cycle Management

BOT EXAMPLE: Sending Medical Records

Health Information Management routinely responds to requests for medical records from payors which is very time-consuming and payor-specific

Manual process

- ➔ ROI team receives request, determines what information is needed, accesses EHR, prints to PDF and sends records

Automated process

- ➔ Bot (with NLP) reads request, determines what information is needed, accesses EHR, prints to PDF and sends records

RESULTS

- ✓ Improved productivity
- ✓ Improved A/R



15 minutes to
30 seconds
time savings

for bot to retrieve
requested records:

900%
SAVINGS

Claim Status RPA Integration

Claim status is only valuable if it is used to impact AR workflow

➡ Working a claim follow-up queue in host system

- Log into patient accounting or workflow system
- Open follow-up work queue
- Capture patient and claim data
- Log into payer website and search for claim status

➡ Take action on account based on claim status

- If claim is expecting payment: capture payment data, notate data on account and set follow-up date out to wait for payment
- If claim is pending: post comment on account and set follow-up date for 14 days (up to 3 times) before sending to collector
- If claim is denied: post comment with denial info and assign account to denial analyst
- If claim is not on file: post comment and assign account to biller

BOT EXAMPLE:

Claims Management – missing ICN/DCN

Most Claims Management clients adjust claims due to late charges or coding changes.

Manual process

- ➔ Need to send a new XX7 for rebills
- ➔ Rebills hold and wait for ICN/DCN
- ➔ Billers periodically assess to see if ICN/DCN is available
- ➔ Typically weekly, bi-weekly or monthly

Automated process

- ➔ Bot checks for the ICN/DCN
- ➔ Finds it, puts it on the claim and sends claim
- ➔ Daily

RESULTS

- ✓ Improved productivity
- ✓ Improved A/R



**3 minutes and
14 seconds**

Average time for billers to work each
XX7 claim looking for an ICN/DCN

16.7 seconds

Average time for bot to work each
XX7 claim looking for an ICN/DCN

Bots in Action

ICN/DCN Bot Wor... Refresh View Retrieve More Rows Arrange Columns Search Save As...

Drag a column header here to group by that column

Account N...	Billing Sequ...	Claim ID	Claim Type	EOB Attac...	Export Dat...	ICN/DCN	Last Note -...	MRN	Patient DOB	Patient Fir...	Patient Las...	Patient Sex	Payer ID	Payer Name
>		2514410	Test				Test Note...	2514410	10/10/2018	ALICE	ALICE	F	06201	MEDICARE ..
			it				Test Note...	2514410	10/10/2018	ALICE	ALICE	F	66705	QUARTZ - ...
			it				Test Note...	2514410	10/10/2018	ALICE	ALICE	F	00000	WC SECURA
			it				Test Note...	2514410	10/10/2018	ALICE	ALICE	F	00562	BLUE PLUS ...
			it				Test Note...	2514410	10/10/2018	ALICE	ALICE	F	00562	BLUE PLUS ...
			it				Test Note...	2514410	10/10/2018	ALICE	ALICE	F	39026	UMR - UT
			it				Test Note...	2514410	10/10/2018	ALICE	ALICE	F	VAPC3	TRIWEST H...
			it				Test Note...	2514410	10/10/2018	ALICE	ALICE	F	39026	UMR - UT
			it				Test Note...	2514410	10/10/2018	ALICE	ALICE	F	06201	MEDICARE ..
			it				Test Note...	2514410	10/10/2018	ALICE	ALICE	F	66705	QUARTZ
			it				Test Note...	2514410	10/10/2018	ALICE	ALICE	F	06201	MEDICARE ..
			it				Test Note...	2514410	10/10/2018	ALICE	ALICE	F	39026	UMR - UT

Edit Claims...
Validate Claims...
Combine Claims...
View Claims...
Hold Claims...
Bulk Update Claims...
Add Note...
Add Follow-up Date...
View
Print
Export to Excel
CCA
Assign...
Unlock...
Move
Copy to Incomplete...
Send Alert...
Refresh View

Grid
Selected Rows

How do we leverage RPA technology?

Use Case Example

➔ Resolve Secondary COB Billing Edits

- Search for secondary claim in the billing system
- Review edits to determine edits are COB related
- Look for EOB in billing system or in document management system
- Extract primary payment data from EOB, populate claim, and resolve edits
- Crossover claims – determine if they should be billed
 - Check balance in patient accounting system
 - Check secondary payor website for claim on file

BOT EXAMPLE:

Patient Access – Medicare / Medicaid eligibility

Patient Access can be laden with keying errors that cause downstream denials

Manual process

- ➔ Registrar selects incorrect Medicare/Medicaid managed care plan
- ➔ Not detected until the claim is denied

Automated process

- ➔ Bot checks every Medicare/Medicaid registration to determine if MCO is present based on eligibility (271)
- ➔ If present, bot identifies the MCO plan and gathers the needed registration information to update the account prior to billing

RESULTS

- ✓ Front end use case fixes back end problem
- ✓ Reduced denials

Medicare and Medicaid Eligibility Scrub Bot	
AVG. LABOR SAVINGS	1.8-3 FTEs
ROI	263-438%

RPA Can Automate Across the Revenue Cycle



- Eligibility research and validation
- Medicare MBI lookup
- Medicaid # lookup
- Coverage discovery
- Auth submission/tracking
- Notice of admission
- Pre-bill charge write-offs
- Work patient accounting pre-bill work queues*
- Loading fee schedules
- Charge reconciliation to dept systems



- Pre-bill document submission/fax
- Working patient accounting or billing claim edit work queues
- Missing ICN/DCN claim edit resolution
- Secondary claim COB billing edit resolution
- Late charge validation pre-bill
- Work claim rejection work queues in billing system or patient accounting system*
- Workers Comp medical records submission to Jopari



- Clearinghouse remit file retrieval
- Work patient account system denial queues*
- Work denials requesting medical records
- Medicaid remit data extraction
- False Variance correction due to incorrect plan code
- Credit backlog cleanup
- Cash/Adjustment posting issue resolution
- Notes posting

*** Patient accounting system work queues could be for any system:
Epic, Cerner, Meditech, CPSI, NextGen, Athena, etc.**



RPA – Build or Buy

Benefits and Risks of DIY

- ➔ **Ownership of bots you develop** the RPA platform has little value, but the automation built can have significant value based on its impact
- ➔ **RPA comes with significant** maintenance costs that are often poorly forecasted or planned for
- ➔ **Design of bots significantly impacts** the maintenance costs and how often they break
- ➔ **Partners can bring established expertise** to accelerate your ROI. Partners can handle the maintenance required and design bots to minimize down time.



RPA DIY?

- ✓ **UNDERSTAND** your capacity and capability
- ✓ A neutral and expert partner can help to **ACCELERATE** your RPA initiatives and ROI yield
- ✓ **DECIDE** on your organization's long-term RPA strategy. You may start with a partner and migrate to DIY or a blended approach

Starting an RPA Journey

50 beds or 5000 beds

Seek a Guided Path

Combine critical revenue cycle and technical expertise with RPA knowledge and technology, not just standalone **RPA solutions**

Why?

- ➔ The most difficult part of digital transformation is identification, optimization and mapping out processes that will be automated
- ➔ Revenue Cycle experts identify where to optimally deploy automation where it can impact root causes of downstream work in the Revenue Cycle – DON'T just automate working denials when you can deploy bots to prevent them

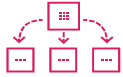
Revenue Cycle Areas of High Opportunity

- ➔ Data entry or other transactional processes, billing, claim follow-up and cash posting



RPA CORE BELIEFS

- ✓ You should **NOT** just do a bad process faster
- ✓ A neutral and expert partner helps to **assess** and **optimize process**



Turning this challenge into an opportunity: Implementation Approach

Redesign and Optimization of Revenue Cycle Processes Requires Transformational Impact

COVID-19 has already disrupted how we work and requires us to put the pieces back together. There is no better time to embark on a digital transformation journey. Starting with RPA will free up cost and allow for re-allocation of cash to critical initiatives.

KICKOFF // Define team, scope and metrics for automation success, determine system access

ASSESS // Identify process and tasks for improvement

DEVELOP // Map processes and build the bots

DEPLOY // Pilot bots identified during assessment



REBUILD:

Many processes must be re-built in response to the new normal

OPTIMIZE:

RPA can break the constraints that previously shaped processes we originally designed

AUTOMATE:

Best known practices can be automated for revenue cycle teams to improve performance and ensure ongoing productivity improvements



Q&A



We make revenue cycle management
simple, efficient, accurate