



HEALTHCARE CLAIMS AUTOMATION

RGP HEALTHCARE AT A GLANCE

A global firm with experience working with:

✓ 100% of the top 5 private health systems

✓ 90% of the top 10 not-for-profit health systems

✓ 75% of the Fortune 1000 healthcare sector companies

✓ Forbes named us “One of America’s Best Management Consulting Firms” in 2018

✓ Over 4,000 seasoned professionals serving clients in over 70 global offices

✓ 67% of consultants bring Big Four, Big Law or large consulting firm experience. 35% have healthcare experience

REGARDLESS OF WHERE YOU ARE IN YOUR RPA JOURNEY, WE CAN HELP YOU COMPLETE IT

Automating mundane and standardized tasks through robotic process automation (RPA) has clear benefits to business. RGP with its Technical Alliance Partner, WonderBotz views this as a continuous improvement journey, rather than a project-based approach with a finite beginning and end. For more information: <http://www.wonderbotz.com>

Our design principle thinking, data lineage and RETURN ON CHANGE™ approach will foster beneficial and appropriate automations for your claims infrastructure while enabling them to work in production as well as they do in testing.

Reduce claims intake, adjustments, overpayments, revenue leakage, fraud and abuse, turnaround time, and per member per month costs. For example, a potential use healthcare use case could be for first-notice-of-loss (FNOL) registration, including claim intake, clearance, registration and assignment to downstream adjuster.

AREAS RIPE FOR AUTOMATION:

- Claims creation
- Adjudication
- Claims status updates
- Acceptance/denial emails
- Adjustment appeals
- Filing of Medicare / Medicaid claims
- Automated reporting for Medicare/medicine compliance
- AHCA reporting

RPA TECHNOLOGIES:

- Blue Prism® and UiPath

RGP HEALTHCARE®

OUR OFFERING:



Solution Strategy



Business Process



Build and Configure



Return on Change



Data Readiness



COE Value Capture

RGP's phased methodology supports clients across the full RPA lifecycle. Engage us anywhere in your RPA journey.

Value Identification

Value Expansion

Value Sustainment



Define applicability of RPA for delivering benefits. Quantify potential savings and required investment. Review current state for RPA including impact and exception handling. Agree upon prioritization of process to automate based on impact and ROI.

Key Deliverables

- Process Evaluation
- Maturity assessment report
- Process heat map
- Business case & roadmap
- Initial CoE Design



Document processes, functionality of the automation, any exceptions and volumes



Design how the solution(s) including people, process, data, and technology will be built. If appropriate, design pilot to build support.



Develop the automation solutions and test



Deploy into the production environment. Build organizational capability for sustainment.



Drive the bot(s) as required to ensure optimal and continue to drive automation across the organization

- Future state process maps
- Design Principles
- Solution blueprint
- Implementation Plan
- Production ready pilot

- Implementation Plan
- Release Plan
- Change strategy
- Test plans / use cases
- Automation Benefits Tracker

LET'S HELP YOU GET STARTED

We welcome the opportunity to learn more about your RPA objectives and to position RGP and Wonderbotz on your journey. Contact us today at partner@rgphealthcare.com.



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