

\$3M+ in yearly savings and significant improvement in business outcomes

Challenges

Efficiently orchestrating the practitioner credentialing process was a challenge for the major healthcare payer due to multiple siloed applications and the lack of unified processing platforms, intelligent UI, and a rules engine to execute a vast set of business rules.

There was a lack of visibility into the management process and credentialing system, resulting in a timing lapse.

The payer also faced challenges with:

•**The addition or modification of business practices**

Due to the lack of a unified system, having to modify/add rules and processes across multiple applications led to increased overhead costs.

•**Training new hires**

With no processes in place to train new staff, it added to the system's complexity in the form of history and audit reporting, incurring additional costs and unplanned downtime.

Solution

- Takes input from various internal and external systems
- Has an RPA bot to pull data from various sources, including screen scraping external websites
- Processes the data as extensive business rules depending on the practitioner type and state
- Uses an intelligent work management capability and an auto-routing assignment module to route the most appropriate case to the correct user
- Targets the credentialing of practitioners and subsequent phases targeting other provider types.

Value delivered

- Saved \$3M per year in operational costs
- Reduced the average handle time (AHT) by 38%
- Gained effective business process management
- Automated data-driven, decision-making
- Automated skills-based routing and auto assignment of work
- Achieved real-time knowledge management
- Reduced onboarding time for new hires
- Improved quality of business outcomes