A close up of a logo

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Direct Medical Billing Process Automation

(Scope and Proposal)

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*Automation Simplified*

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# Document Control

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**Related documents**

| Document | Location |
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# Document Purpose

The purpose of this document is to define scope of Direct Billing Process Automation intended to reduced human intervention, achieve high accuracy, avoid/minimize human errors, reduced rework.

Document will act as a Business Case and also include:

* Detailed estimates – resources, high level budget etc

Note: Any work that is not explicitly included in the project scope statement is implicitly excluded from the project.

# Project Information

|  |  |
| --- | --- |
| Proposed Project name: | Direct Billing Process Automation |
| Project ID: | BEML01 |
| Requested by: | HR/Finance Representative |
| Project Sponsor: | Satpathy, CGM HR |
| Project Manager: | Mr. Venkatesh C, DGM(ERP) |

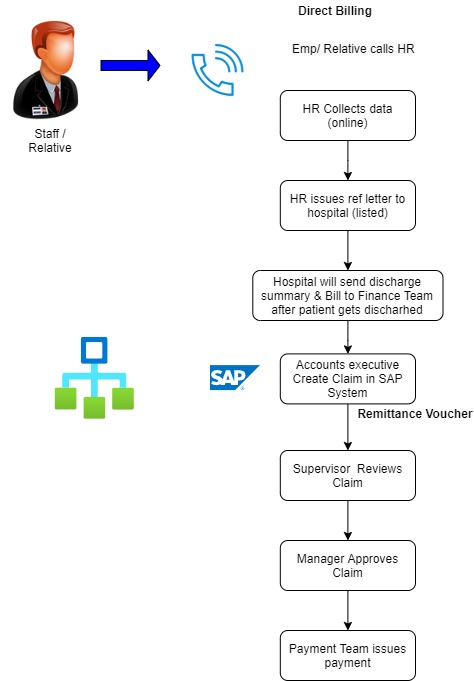
# Objectives & Summary

Reduction in human workforce will ensure end users not only for cost reduction benefits, but also for insuring their business against future impacts like this pandemic.

# Background

To improve overall cycle time of the direct billing (manual) process to reduce human intervention/efforts and reduce/minimise errors, speed up bill settlement and achieve employee morale & vendor satisfaction and avoid possible delay in patients discharge.

AS-IS Manual Direct Billing (cashless admission and payment settlement by BEML to the concerned hospital directly).



This process has 3 phases:

Phase-1 Request by Staff/Relative & Issue Referral Letter by HR/CMO to Admin of concerned hospital.

1. HR/CMO collects the information from staff/staff’s relative.
2. Verify the received data from HR Database and confirm the staff/relative is eligible for direct billing.
3. Verify with concerned CMO whether patient (staff member/spouse/son/daughter/father mother) really need hospitalisation.
4. Issue Referral Letter (hard copy) to admin of concerned hospital in a letter head along with all the information about patient and reason for hospitalisation.

Phase-2 Verify and Validate Detailed Bills

1. Once the patient gets discharged, the Hospital will issue hard copies of discharge summary, bill summary, detailed bill and lab reports to concerned stakeholder of BEML office (accountant/CMO’s)
2. Accountant from concerned BEML receives all the documents in hard copy and verifies and validates all the documents.
3. Accountant classifies the line items in the detailed bill and mark all the invalid or non-admissible items, items to be excluded from bill, identify and mark discounted items and mark accordingly in the bill and also verify whether the billed amount is within the tariff agreed by the hospital (if amount exceeds the tariff then deduct that amount).
4. Based on the classification accountant deduct all non-admissible items and also deduct the amount that exceeds tariff and implement the discount (defined & agreed by hospital in tariff).
5. After manual computations, accountant will arrive with final amount to be paid to concerned hospital.

Phase-3 Create Remittance Voucher in SAP, get it reviewed and approved.

1. Accountant creates Remittance Voucher in SAP Direct Billing System and take a printout of the same and handover to Accounting Authority for authorising the remittance voucher.
2. Accounting Authority will get a formal approval from approving authority and formally sign off remittance voucher.
3. Accountant then handover this Remittance Voucher to payment department to process the payment.

# Scope

As part of Digital transformation program, BEML envisages a software based automated process which should significantly reduce cycle time, human intervention and reduce human effort and reduce human errors.

### Scope Statement

### Supported BEML Branch Offices

|  |  |
| --- | --- |
| Sr No | Branch Name |
| 1 | HQ |
| 2 | KGF Complex |
| 3 | Mysore Complex |
| 4 | Palakkad Complex |
| 5 | Unity Building |
| 6 | Bangalore Complex |

### Listed Vendors

The Direct Billing Process automation bot will initially have 12 vendors in scope, with below given details. Solution is created keeping in mind the future onboarding of new Vendors onto RPA platform.

|  |  |  |
| --- | --- | --- |
| Sr No | Vendor Name | Location |
| 1 | Manipal Hospital | Bangalore |
| 2 | Manipal Malati Hospital | Bangalore |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |
| 6 |  |  |
| 7 |  |  |
| 8 |  |  |
| 9 |  |  |
| 10 |  |  |
| 11 |  |  |
| 12 |  |  |

|  |  |  |
| --- | --- | --- |
| |  | | --- | | To Be Process   To be Process expected to meet the following requirements.   1. HR/CMO collects the data from staff/staff’s relative (on call), verifies and validates data and creates referral letter using web application & Referral Letter will be issued to admin of concerned hospital by HR/CMO via email automatically. 2. Hospital Admin Accepts referral letter and admits the patient. 3. Once the patient gets discharged from hospital, billing team will issue soft copy of all the records (discharge summary, detailed bill, bill summary & lab reports etc) to accountant of BEML via email. 4. Automated system will extract soft copies of all the documents from mail box (discharge summary, detailed bill, bill summary & lab reports etc) and store in the repository. 5. System will extract data from these documents and store in excel/database. 6. Based on predefined valid items list, excluded items list and discounted items list and tariff plans of concerned hospitals, automated system will compute final bill amount to be paid by BEML to the hospital. 7. CMO’s expected to review the lab reports, detailed medical bills, discharge summary, post discharge treatment (if any) and should be able to send their remarks to all the stakeholders via email. 8. System will create Remittance Voucher automatically (automated data entry SAP system, without human intervention), after digital signature it will be sent to Accounting Authority for review. 9. Accounting Authority reviews and after doing digital signature sends to approval authority for final approval. 10. Once approval authority approves with his/her digital signature, then it will be automatically sent via email to the concerned stakeholder in payments section, who is expected to initiate the actual payment. 11. The envisaged system should be scalable, secure, configurable and should have low maintenance. 12. The scope of the solution is limited to the development and implementation of system and also maintaining the system for 3 years. 13. Note that, the project also involves re-engineeringcurrent business processes and managing people change requirements, i.e. more than just the implementation of System. | |  | |

### Exclusions

Any work that is not explicitly included in the project scope statement is implicitly excluded from the project.

### Constraints

Automation platform is dependent on OEM and will be updated regularly with latest technology. Need to monitor the changes and get updated.

### Assumptions/ Critical Success Factors

Assumption1: As is process is to be freeze by BEML.

Assumption2: BEML Management agrees to implement automated direct billing process.

Assumption3: Hospitals agrees to send the all the documents in original pdf formats. This is vital & mandatory step for achieving highest accuracy.

Assumption4: BEML provide Access to their SAP systems (to create automated remittance voucher)

Assumption5: BEML to provide Access HR systems (to validate the staff/relative data)

Assumption6: BEML to provide necessary technical support to integrate automated systems with SAP, email server and HR Database.

Assumption7: BEML to provide necessary (data and clarification) support to InVibes Development team.

Assumption8: BEML nominate the SMEs (HR Personal, accountant, CMO’s) who can assist InVibes Development team.

Assumption9: BEML to provide access to BEML network during testing, staging, deployment and implementation.

Assumption10: BEML to provide access to their branches in case development team wants to meet HR/CIO/CMO etc

Assumptions11: Hosting of this application would be in BEML Data centre, BEML Soudha.

### Dependencies

1. Subject Matter experts (HR/Accounts Department/CMOs) from BEML.
2. Onsite offsite access permission from authorised personnel from BEML.
3. BEML Management agrees to implement and adapt the process change in their branch offices.
4. Admins of concerned Hospitals.

### Information Technology

Need to have

1. Test Data (Sample) during development
2. Live Data, during staging
3. Access to SAP systems and email servers to configure emails (to & pro)
4. Provision to host a Referral Form (either in existing website or new website itself to be confirmed)

### Deliverables

Key deliverables:

| **Prefix** | **Deliverable description** | **Phase** | **Planned date** |
| --- | --- | --- | --- |
| Med-C-P | Process Design Document | Design |  |
| Med-C-P | System Design Document | Design |  |
| Med-C-P | User Acceptance Test document | Test |  |
| Med-C-P | User and maintenance documents | Live |  |
| Med-C-P | Codebase – web application and automated scripts | Go Live |  |
| Med-C-P | Configurational Manual and User Manual | Go Live |  |
| Med-C-P | Training to 6 batches within 8 weeks of go live | Go Live |  |

**\_\_END OF DOCUMENT\_\_**