



Robotic Process Automation

nThrive Speakers Bureau // Sample Presentation



What is Robotic Process Automation (RPA)?



The use of software robots to **automate processes** by replicating the actions of a human worker interacting with the user interface of one or more systems



Traditional Software interacts at **the data level** through Application Programming Interfaces (APIs) while RPA interacts at OSI Layer 7 through application user interfaces making translation of human process to computer automation significantly easier



Evolved from simple screen **scraping and keystroke emulation** to more sophisticated solutions that interact directly with the objects in the user interface of systems and leverage AI to enable robust automation.

How to Start an RPA Journey

Seek a Guided Path

You need to 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 to help to **assess and optimize process**

Choosing a Platform for Robotic Process Automation (RPA)?



UiPath the primary platform used by nThrive to build RPA with many extensible AI connectors for our custom convolutional neural net AI models and top computer vision capability.



Growing Library of Components RPA bots are built as collective of micro bots saved within our UiPath library for best use of scale in development and maintenance



Additional Platforms as Needed When Identified that a platform other than UiPath is a better fit for a specific process that platform should be selected.
Example: Selenium for some Web only automation/scraping

How do we leverage RPA technology?



Deployed (samples only)

- Working Denials requesting Medical Records
- Lockbox Correspondence
- Late Charge Automation
- Loading Fee Schedules
- Clearinghouse Submission/Retrieval
- Medicaid Remit Data Extraction
- Eligibility Research
- Billing Edits



In Development

- Underpayment Recovery
- Plan Code Selection from scanned Insurance Card
- Additional Billing Edits
- Auth Submission/Tracking
- Government Eligibility Denial Elimination



Pipeline (sample only)

- Initial Attachment Submission
- Notice of Admission
- Late Charge Validation Pre-Bill
- Charge Reconciliation to Dept Systems
- Medical Records for Work Comp – Jopari
- Missing ICN/DCN Claim Edit/Hold
- Medicare Hospice Overlap
- Medicare Bad Debt Validation



An RPA initiative can lead to development of new disruptive solutions that not only improve current processes but introduce completely new ways of managing the revenue cycle. It opens your ability to innovate and enable development of new models for Revenue Cycle Management.



From Patient-to-Payment,SM nThrive empowers
health care for every one in every community.[®]

To secure nThrive speakers, please contact speakers@nthrive.com