ALTEN
CALSOFTLABS
ALTEN
AN ALTEN GROUP COMPANY

Patient Payment Automation

Delivering Connected Patient Experience

CUSTOMER

A leading healthcare technology company in the US

CHALLENGES

The customer was facing challenges in calculating the outstanding patient co-payment due to:

➤ Reconciliation of patient reports and bills from various clinical & non-clinical systems
➤ Consolidate all payment related encounters viz., diagnostic tests, surgeries, procedures etc.

BUSINESS BENEFITS

➤ Improved patient payment settlement process through process automation & transformation
➤ Automated outstanding payment notifications pushed to users via email and push notifications on their user's handheld device
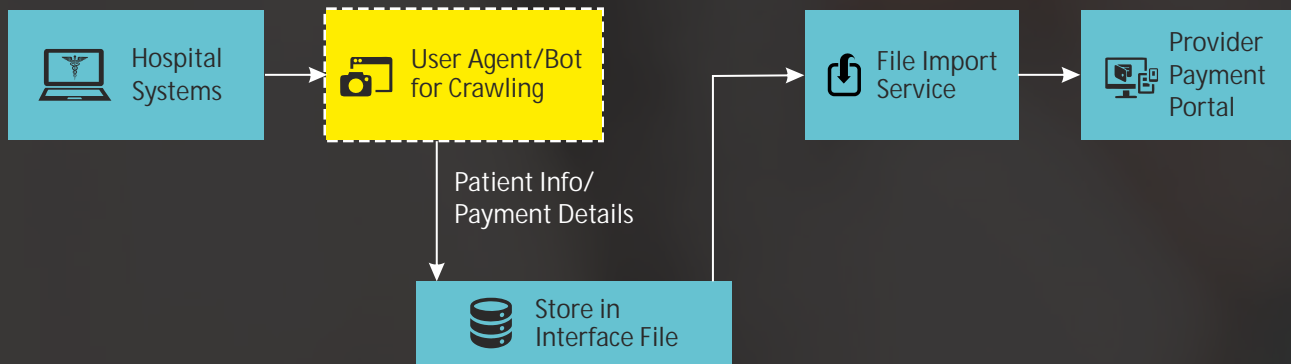
PROCESS AUTOMATION HIGHLIGHTS

➤ We built a software agent/robot that ran behind the scenes.
➤ The business process automation steps include:

  ○ Integrating with various legacy systems
  ○ Verifying patient records
  ○ Checking and verifying their eligibility, co-pays and deductibles - all in a matter of few seconds.
  ○ Screen scraping and pulling outstanding payment data from various hospital systems
  ○ Creation of interfaces to display the outstanding payment

TECHNOLOGY

Automation Tools & Technology	Tn3270 for mainframes & VT100,VT220 or VT420 for UNIX, .NET 4.0,C#.NET, MS SQL Server 2008

SOLUTION BLOCK DIAGRAM

Hospital Systems → User Agent/Bot for Crawling

User Agent/Bot for Crawling → Patient Info/ Payment Details → Store in Interface File

Store in Interface File → File Import Service → Provider Payment Portal

ABOUT ALTEN CALSOFTLABS

ALTEN Calsoft Labs is a next gen digital transformation, enterprise IT and product engineering services provider. The company enables clients Innovate, Integrate, and Transform their business by leveraging disruptive technologies like mobility, big data analytics, cloud, IoT, DevOps, RPA, software-defined networking (SDN/NFV). ALTEN Calsoft Labs provides concept to market offerings for industry verticals like education, healthcare, networking & telecom, hi- tech, ISV and retail. Headquartered in Bangalore, India, the company has offices in US, Europe and Singapore. ALTEN Calsoft Labs is a part of ALTEN group, a leader in technology consulting and engineering services.

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