

Automation of Revenue Cycle Management Processes Using RPA

4+ Years of Relationship

Business Challenge

The client needed to automate various administrative tasks across existing business processes including:

- Prior authorizations
- Payment posting
- Claim splitting, verification & error processing
- EOB splitting & upload, claims data extraction
- Patient charts / medical records download
- Auto-filling insurance related forms
- Document request processing, collection & upload

CASE STUDY



CITIUSTECH SOLUTIONS

CitiusTech architected, designed and developed a custom automation solution using the Automation Anywhere RPA tool. The solution helped the client:

- Standardized workflows across disparate systems to meet operational demands
- Increased throughput and productivity by scaling bots and reallocating bot machines
- Significantly reduced staff time and effort
- Reduced operational and administrative costs
- Continuous improvement using custom dashboards for performance analytics

VALUE DELIVERED

5+

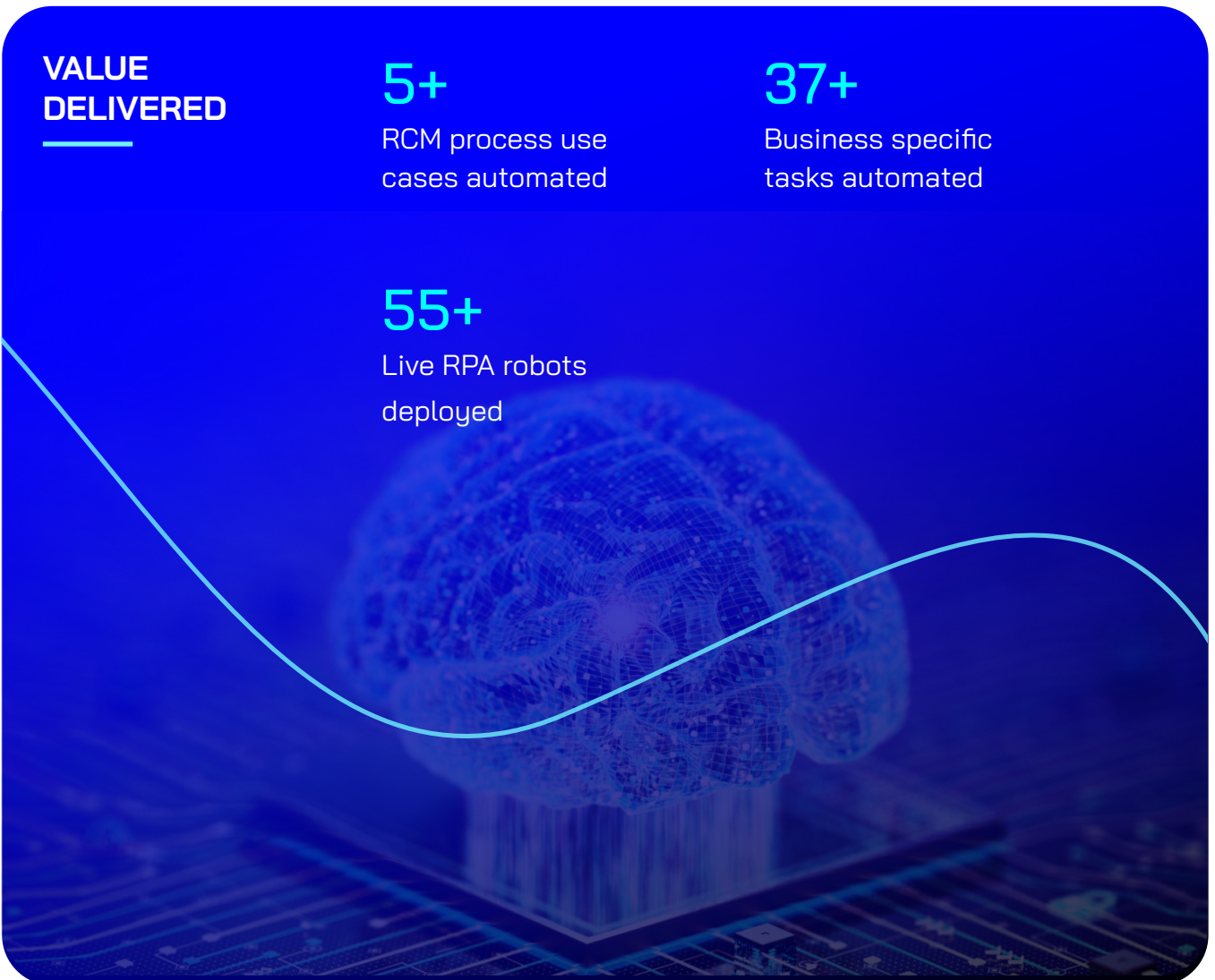
RCM process use cases automated

37+

Business specific tasks automated

55+

Live RPA robots deployed





Shaping Healthcare Possibilities

CitiusTech is a global IT services, consulting, and business solutions enterprise 100% focused on the healthcare and life sciences industry. We enable 140+ enterprises to build a human-first ecosystem that is efficient, effective, and equitable with deep domain expertise and next-gen technology.

With over 8,500 healthcare technology professionals worldwide, CitiusTech powers healthcare digital innovation, business transformation and industry-wide convergence through next-generation technologies, solutions, and products.

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