



Shaping Healthcare Possibilities

## Success Story

# Award-Winning Excellence in RCM: Enhancing Efficiency with Intelligent Automation Solutions

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## The Challenge

A leader and a provider of **technology-enabled revenue cycle management (RCM) solutions** to large healthcare organizations, and a **joint CT-AA customer**, won the **Global Managed Service Provider Award** for achieving outstanding performance and customer success leveraging the Automation Anywhere **Digital Workforce platform**.

CitiusTech has been a **strategic intelligent automation partner** for this U.S based company since the beginning of their RPA initiative with a **25+ FTE team** since the past 4 years.

|                             |   |
|-----------------------------|---|
| <b>Patient Access</b>       | <b>30% Gain in Operational Efficiency</b> <ul style="list-style-type: none"><li>• 40+ Task Automated</li><li>• 20 FTEs saved / 80% Time Reduction</li></ul> |
| <b>Coding &amp; Billing</b> | <b>Decreased write-offs by 53%</b> <ul style="list-style-type: none"><li>• 2 Task Automated</li><li>• 6 FTEs saved / 95% Accuracy</li></ul>                 |
| <b>Claims Submission</b>    | <b>Improved First Pass Accuracy to 75%</b> <ul style="list-style-type: none"><li>• 8 Task Automated</li><li>• 15 FTEs saved / 75% Accuracy</li></ul>        |
| <b>Payment Posting</b>      | <b>Reduced Cash Posting Time by 70%</b> <ul style="list-style-type: none"><li>• 16 Task Automated</li><li>• 35 FTEs saved / 70% Time Reduced</li></ul>      |
| <b>AR Management</b>        | <b>Improved DSO</b> <ul style="list-style-type: none"><li>• 16 Task Automated</li><li>• 18 FTEs saved / \$ 700K saved annually</li></ul>                    |
| <b>Denial Management</b>    | <b>63% Reductions in Preventable Denials</b> <ul style="list-style-type: none"><li>• 2 Task Automated</li><li>• 6 FTE saved / Accuracy of 82%</li></ul>     |





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# Thank You

**CitiusTech - 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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