



Shaping Healthcare Possibilities

Success Story

Azure app modernization for claims collections mgmt.

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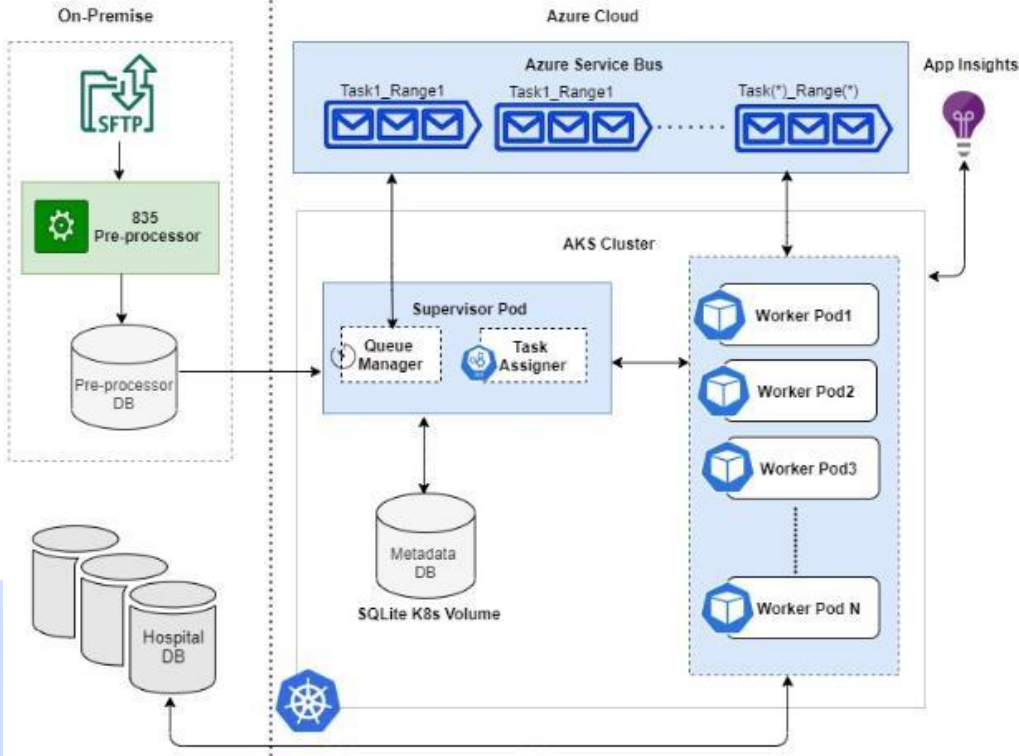
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The Challenge

- Client is the largest service provider for end-to-end revenue cycle management (RCM) solutions such as CDM Management, Payer Management, RPA etc.
- Similarly, customer has a collection management solution which helps providers manage denials, appeals & underpayments, helps hospitals to follow up with Payors in case of adjudication etc.
- Client engaged with CitiusTech due to our expertise in modernization, cloud native services and containerization. CitiusTech was responsible for complete cloud migration, microservices architecture and Kubernetes deployment

Solution(s) & Value Delivered



The Solution

- Delivered optimized & fault tolerant denial processing system leveraging modern architecture & tech-stack for better maintainability & scalability
- Overhaul traditional SQL-based 835 processor by replacing with a Microservices based solution
- Leveraged AKS for deployments. Optimized infra cost by designing ability to scale up & down as business demands based on workloads
- Migrated binary files from sql to Azure Storage
- Used Azure App Insights to monitor errors & Azure DevOps Board for project mgmt.
- Complete Infra-as-a-Code solution with Azure ARM & Helm-based deployments



Solution Highlights

- Improved revenue realization by 30% after moving to \$-value driven prioritization (Work queue system that prioritizes highest \$-value accounts)
- Troubleshooting time reduced from 1-2 days to an hour or less, minimal dependency on custom-dev
- Capacity boost from ~10K to 200K+ denials per day, breaching initial expectations of 50K



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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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