



Keeping up with COVID-19

Webinar Series

Q&A

May 14, 2020

How **Robotic Process Automation** Can Improve Revenue Cycle Efficiency During COVID-19 Recovery

Q. What is RPA?

A. Robotic Process Automation is the use of software to automate processes by emulating human actions within systems and/or interacting with systems through established interfaces. In short, RPA is a great way to reduce cost, work faster, and increase accuracy and quality through automation of tasks.

Q. Why has RPA not been implemented? Is it because institutions don't know where or how to implement?

A. nThrive is a Revenue Cycle partner that helps its clients find out how and where to implement RPA. We are always happy to provide that support and help you thrive.

Q. What are the ways RPA can enhance the release of medical records to insurance companies/third party payers?

A. RPA can help accelerate responses to requests for information including medical records by operating faster than humans and being able to work 24/7. RPA can also help improve the quality and accuracy of the specific medical record or other items that are released since RPA will consistently follow the logic it is programmed to and never send extra documentation beyond what it is programmed to send.

Q. Do you have an example/common bot that you could demo how it works?

A. Yes, nThrive has several examples of bots working Revenue Cycle processes and we are happy to share those with you. Please contact us to schedule a focused demo.

Q. Is the service you are introducing billed per process? How far does the support go to help build each process?

A. Yes, nThrive RPA is billed per specific problem/process where RPA is applied. Pricing can be very affordable, especially since RPA pays for itself with labor cost savings in most scenarios. nThrive helps through the entire process of deploying RPA, from identifying target processes, optimizing workflow, developing the bots, deploying and even ongoing maintenance of nThrive RPA bots.

Q. Is there a bot that analyzes payment variances and their causes in contract management?

A. Yes, nThrive has RPA working in Contract Management to perform various functions. RPA can do analysis on payment variances within Contract Management, especially to find false variances (often created when Payor Plan Code selection is incorrect).

Q. Can you expand on how requests for medical records performed by a bot would work?

A. We can show you a bot working on this use case. Please reach out to us to schedule a demo for a deeper dive.

Q. Are there plans or upcoming releases from nThrive that will apply AI to learn new approaches that are more efficient? Or is RPA only relying on human design?

A. nThrive integrates AI into our RPA based on the value that it provides to each specific use case. nThrive does not think that relying on a general AI tool to identify and map out your processes is a good idea yet. Many Revenue Cycle leaders agree we wouldn't want AI to learn bad habits based upon ineffective human behavior; it still takes an expert to truly optimize a process. That Revenue Cycle expert is best served by having access to AI tools. The blend of human intelligence and Artificial Intelligence is what we call "Augmented Intelligence."

Q. We currently have a contract with a vendor who uses OCR + bots to handle and distribute our lockbox correspondence. We are rather frustrated with the lack of specificity we are able to apply to the process. We are told that the more specific we make our search parameters, less effective the bots operate. It has shone a light on how, in this instance, human staffing is still necessary. How is this different?

A. Please be aware that just because a single vendor may struggle to achieve the results you are seeking with RPA does not mean your goals are not possible. Failure should never mean stop trying. There are unique nuances to automating OCR and complicated template-based automation. I would recommend taking a second look at using RPA to solve this problem. nThrive would be happy to provide feedback on your specific situation without cost. Feel free to reach out to us to schedule some time to explore this further.

Q. Please define Contact Tracing.

A. Wikipedia has a great definition of contact tracing – “the process of identification of persons who may have come into contact with an infected person (“contacts”) and subsequent collection of further information about these contacts.”

Q. How does RPA improve lockbox correspondence?

A. RPA can help both route items received in the lockbox as well as take action on specific items where a known defined next step is appropriate. Please reach out to us if you would like to schedule time to explore this capability in more depth.

Q. How do you recommend phasing of return to work employees? What strategies can organizations implement so they are ready to receive returning employees?

A. Phasing return to work for employees will be specific to each organization based on local requirements for social distancing and contact tracing as well as changes in volume. Being ready with opportunities to not just return to the old way of working but a new way to transform processes will bring an energy and excitement to your team members.

Q. What are the applications within PAS?

A. There are a variety of front-end applications of RPA from eligibility validation, payor plan code selection, auth management, etc. Please reach out to us to schedule some time to talk through specific opportunities where you can apply RPA to your Front End Revenue Cycle processes.