HEALTHWARESYSTEMS™
Intelligent Automation for Healthcare

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Robotic Process Automation (RPA)
Automation in Healthcare

There is increasing demand for automation in healthcare.

Robotic Process Automation (RPA) meets this need by streamlining organizational workflows and alleviating administrative burdens across a healthcare facility's entire operation.

Software Robots

RPA utilizes software robots, sometimes referred to as "bots," to automate redundant, human-based processes. This reduces the number of staff required to perform these processes and frees them up to focus on more productive activities.

Software robots are built to interact directly with other software applications and websites using the existing user interface provided. The robot will log in to any application, navigate the user interface, populate fields, respond to prompts, capture results and perform the same operations a normal user does. By utilizing AI, software robots can adapt to special use cases and outliers to handle virtually any scenario or work process.

Meet Our HealthWare Systems Bots

Insurance Verification Bot

Unverified patient insurance is a root cause for many denials.
Prevent these denials in the first place with a service that can immediately verify and report on:

- Active Coverage and Current Benefits
- Potential Corrections to Make to Source System
- Inactive or Unspecified Coverage
- Mixed Coverage
- ACA Grace Period Issues

Get out of the denial management business and into denial prevention.
Real-time eligibility verification ensures that surprises are eliminated on the front end of the patient encounter and proactively resolved.

Prevent the back end surprises caused by claim rejection and denials and improve POS collections and patient satisfaction with our solution. We use a combination of RPA and EDI to gather the best source of data at the lowest cost. These savings are passed on to our clients.

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Coverage Discover Bot (Insurance Scrub)

Unreported coverage may result in unnecessary delays in your billing process. As staff pursue a patient for the cost of the medical care provided, valuable time is lost which might impact timely filing and will certainly impact the patient experience. Finding existing coverage that may have gone unreported ensures that you pursue the proper payer earlier in your revenue cycle.

Our solution uses a combination of RPA and EDI to locate Medicare, Medicaid, and a site-specific mix of payer coverages at the beginning of the patient encounter.

Prior Authorization Bot

These bots can request authorizations on payer portals or clearinghouses or via automated fax requests. They can also search and continuously monitor for authorization status. All information can then be updated directly on the patient chart in the EMR/EHR platform.

835/ERA/EOB Posting Bot

Bots can be used to pull 835 files from your clearinghouse, upload them to SFTP and trigger automated posting of denial codes and adjustment amounts.

Paper-based EOBs can be processed, interpreted, and converted into Excel-formatted import files. These files can then trigger additional bots to post the transactions directly to your billing system...eliminating redundant data entry.

Payer Portals Bot

Utilize RPA to automate delivery of supporting documentation via payer portals. Eliminate the need to create, package, log in, navigate, and upload documentation. Simply "Send Document Packet" to chosen destination and let the bot do the rest of the work. Confirmation from the portal can be captured and loaded to your "source of truth" to provide a complete audit trail.

Benefits Hold Bot

This bot runs eligibility and identifies deductible remaining. When deductible remaining exceeds client's small balance adjustment amount the bot places a billing hold on the encounter claim and checks eligibility every 48-72 hours. When deductible remaining amount is less than the set amount, the bot releases the claim.

Real-Time Note Posting Bot

Several EMR/EHR and billing systems will prevent notes from being posted while an account is viewed by another user. The batch import options they do support are not in real time and provide limited exception handling for locked accounts. Our bots automate this process and support real-time posting with advanced exception handling. These bots are vendor agnostic and can be used by any of your existing vendors needing to post notes to your system.

Progress Reporting Bot

Progress reporting is typically a very tedious, manual process that involves pulling information from multiple systems. Our progress report bots can automate the process by navigating across all systems and capturing reports, screenshots, and other supporting documents to build the appropriate progress report for each patient. Results can be delivered for review and approval prior to electronic delivery to their destination.

Monitoring Websites & Forms Bot

Keeping tabs on changes to government and/or payer programs, forms, and other supporting documents is a time-consuming task. Our monitor bots can manage a library of websites and forms to detect when changes occur. This allows you to proactively adjust and avoid surprises.

Single Registration Bot

Providers that maintain multiple EMR/EHR and billing systems struggle with the process of broadcasting a single set of patient demographics and encounter-level detail across all systems. Our solutions can make that process easier using a combination of technologies. RPA is an additional tool to facilitate this interchange with systems that are "closed" and provide limited connectivity.

Medical Records Aggregation Bot

Our RPA bots can navigate one or more source systems to capture medical records, upload them to payer websites, or e-fax and/or print them to a secure print/mail service center.

Reports Aggregation Bot

Our RPA bots can navigate multiple EMR/EHR and billing system platforms to produce reports and package them for delivery. In addition, these same report extractions can be used as source data for dashboards and other analytics initiatives.

Vendor Interfaces Bot

Our RPA bots can be used to extract data from your EMR/EHR or billing system platform to build custom interfaces for your vendors or internally-sourced projects. Posting updates directly to the same systems is possible to avoid rekeying information or manual updates from vendors.

Credentialing & Monitoring Bot

Automating the search and capture of provider enrollment data across key websites is another common use case. Our bots automatically query websites that validate medical licenses, DEA, CDS, and OIG and capture and post the results to the source system for review/processing. Bots for monitoring websites for adverse actions, continuing education credits, and a host of other purposes make the credentialing process easier and less labor-intensive.