

Auxis Leverages UiPath RPA to Optimize RCM for Top U.S. Healthcare Provider

Client Profile

Our client is a leading provider in the healthcare industry operating hundreds of hospitals and clinics across the country delivering outstanding patient care. While the company already maintained sizable revenue cycle management (RCM) operations in the U.S. and Asia, U.S. labor shortages and offshore challenges had it looking for a nearshore partner in Latin America who could support its healthcare process automation journey.

Business Challenge

Selecting the right partner to drive automation in healthcare

Like other healthcare organizations, the client's RCM operations were ripe for automation: full of **high-volume, multi-step, repetitive, and labor-intensive processes** prone to errors and inefficiencies that can **impact financial health and delay patient care**.

Interest in **RCM automation is surging** as staffing shortages, security challenges, and growing transaction times led to a 50% increase in healthcare administrative costs, a 2023 report from Council for Affordable Quality Healthcare Index (CAQH) Index found. When implemented properly, RCM automation and process improvement can **save the medical and dental industries a combined \$18.3 billion**, the report states.

In addition, the frustrating, tedious nature of RCM work left the client's U.S. operations struggling to attract and retain staff. More than 80% of RCM organizations struggle with **labor shortages** (2023 Becker's Hospital Review and PWC "Healthcare Revenue Cycle Survey").

Automating RCM processes is projected to **save healthcare providers 1.6 million to 3.2 million hours of work** (UiPath "The Value of Automating Healthcare Administration Operations" workbook).



The healthcare provider had established a **Center of Excellence (CoE)** to transform its business operations with **cross-organizational healthcare automation** – focused on enhancing efficiency, reducing administrative burdens, and speeding revenue recognition, with the end goal being to improve patient satisfaction without increasing operating costs.

The client selected **UiPath, the No.1 business automation platform**, as the best solution for achieving its goals. But the **tight labor market for automation talent** in the U.S. convinced the client it **needed a top-quality nearshore intelligent automation partner** to help scale its extensive agenda – combining nearshore advantages like cost-effectiveness, real-time collaboration, and outstanding English proficiency with a deep pool of highly skilled AI and automation talent located in Latin America’s top tech markets.

As a **UiPath Platinum partner** and pioneer of nearshore **tech-led outsourcing**, Auxis stood as the natural choice. The client had previously **outsourced revenue cycle management** work to **Auxis’ Global Delivery Center in Costa Rica** after realizing its existing Asia-based delivery center lacked the right skill sets, geographic proximity, and cultural alignment to adequately perform complex healthcare activities.

The client’s leadership felt confident that Auxis had the knowledge, tools, and experience to successfully drive **innovative, custom-built healthcare automation solutions** across its enterprise – coming to the table with one of the most robust **delivery platforms in Latin America**, a proven track record navigating the complexities of healthcare process automation in the highly regulated industry, and deep experience customizing connections to insurance payor portals.






Solution & Approach

Building enterprise-wide healthcare process automation to improve patient experiences

After the successful CoE built an appetite across the organization for automation, the client turned to Auxis to access a consistent pipeline of high-quality, cost-effective talent that would help it keep pace with accelerating demand.

The Auxis team was tasked with building robotic process automations for the client's RCM processes spanning multiple business units, including payment compliance, health information management, dispute resolution, accounts receivable, patient access, etc. Auxis' automation experts are involved in key phases of the client's automation lifecycle, including:

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Discovery/requirements:
 - > Reviewing process documentation, filling information gaps, and testing to check feasibility.
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Development:
 - > Designing and developing solutions; Quality Assurance testing to ensure high-quality, reliable results; and moving automations to production.
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Hypercare:
 - > A four-day period of close monitoring and support after a new automation is placed in production before it is transitioned to the ongoing support team.

Many of the client's existing RCM processes shared a common structure: manually extracting information from different sources such as emails, share drives, applications, and internal databases, and then uploading that data into various internal databases and enterprise resource planning (ERP) platforms for processing. Such administrative repetitive tasks consumed much of its RCM staff's working hours, creating inefficiencies and increasing operational costs and potential for errors.

While many robotic process automation providers only offer technical expertise, Auxis brings the **business knowledge to re-imagine how this work could be done** – designing automations that improve healthcare processes to achieve efficiency and deliver faster, more accurate results. Before designing automation workflows, the Auxis team proactively contributes to process optimization – removing redundant steps and making processes more efficient and effective.

To date, Auxis has leveraged [Robotic Process Automation](#) in healthcare (RPA) to create dozens of automations aimed at **speeding up the backend processes powering multiple RCM activities**.



Some key healthcare process automations the Auxis team has built include:

Provider licensing verification

Challenge

Manually verifying the licensing status of non-privileged practitioners (NPPs) is tedious and time-consuming, requiring staff to search each covered state's medical licensing board website, extract information, and update the client's databases. With so many NPPs to verify across its facilities, the client's team could only perform checks and update information for each NPP about once every three weeks – forcing the client to rely on outdated information.



Auxis Solution

The robotic process automation performs daily searches of each covered state's medical licensing board website, assembling data into an output file for the client's team to act on. ***With an average handling time of 1 minute per verification request, the automation can process hundreds of requests per day.***

Denial escalation & legal resolution letter creation

Challenge

The client needed to generate hundreds of letters per day notifying payors that it was initiating the negotiation process to resolve disputes arising out of denial of payment for services it had rendered. Creating each letter requires tedious information-gathering about the patient concerned and services provided.



Auxis Solution

A bot sources three documents from the client's ShareDrive: EOB (estimate of benefits), payor form, and a letter. The automation merges these documents into a single file, enabling generation of a final letter that can be sent to the concerned payor. ***The touchless automation manages 3,000 transactions per month across 45 different payors.***

Supporting request responses for medical records

Challenge

The payment compliance department struggled to manually generate thousands of responses to requests for patient records every month. The process required multiple letter templates and as many as 20 FTEs tasked with extracting data from different sources and creating letters responding to follow-ups, communications regarding missing information, request rejections, etc.



Auxis Solution

Automation extracts required information from multiple sources and inserts it into the appropriate database, creating each letter response. ***While the process previously had an average handling time of 6.5 minutes per letter, it is now handled by the bot in a single second! The bot currently handles 7,900 letters per month and Auxis is expanding the solution to incorporate nine additional types of letters.***



Generating Itemized Bills of Charges (IBCs)

Challenge

When requested by patients or insurers, the client must provide itemized bills of charges. Previously, an employee manually created each IBC on the client's payor integrity tool (PIT). The manual nature of the process left room for potential missed charges and underpayments.



Auxis Solution

Automation connects via an API to the client's PIT to identify items and services rendered and generate IBCs, adding a note to the PIT that the IBC was created. ***Auxis' automation accurately generates 10,000 IBCs per month, helping prevent underpayments.***

Creation of Notices of Negotiation for patients

Challenge

The dispute resolution unit's legal team must create thousands of Notice of Negotiation letters for outpatients and inpatients every month based on data collected on local files. Notices are then saved in a specific business location.



Auxis Solution

The automation creates letters in PDF format based on the stored data and moves it to the specified location. ***The automation creates 12,000 outpatient letters per month, reducing the time for creating each letter from 12 minutes to just 9.2 seconds. It also creates 782 letters for inpatients monthly, reducing the time for creating each letter from 12 minutes to 7.6 seconds.***

Updating canceled appointments in the Meditech EHR system

Challenge

An FTE needed to manually close the Meditech accounts of patients who were contacted regarding scheduled appointments but did not respond. This led to lost revenue as time slots went unfilled, reduced efficiency, and increased administrative burden as resources were required to reschedule appointments, handle cancellations, or manage overbooked schedules to compensate for no-shows.



Auxis Solution

The bot accesses the electronic health record (EHR) system and changes the appointment status to canceled. A notification is also sent to the patient about the cancellation. ***The bot handles 9,000 cancellations a month, helping streamline appointment scheduling and minimizing patient wait times.***




Results

Transforming critical RCM processes into rapid, touchless workflows


With **27 automations and counting**, Auxis has become a critical partner in the healthcare provider's automation journey – receiving recognition for its status as an extremely knowledgeable and integral part of the program. Its automations have streamlined high-volume, critical RCM processes across the client's business units – increasing efficiency, productivity, cost savings, and more.

Key benefits the Auxis intelligent automation team provided include:

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Doubled automation output

 - > Auxis' highly skilled talent greatly augmented the client's automation practice, alleviating talent shortages and expanding the team's automation capabilities with deep knowledge of UiPath tools and features stemming from its status as a **UiPath Platinum Partner**. With Auxis functioning as a seamless extension of its CoE, the healthcare provider rolls out automations faster – with **each developer working on three or four automations per month, up from one or two**.

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Projected millions of dollars in benefit

 - > With each developer producing multiple automations per month, Auxis' three-year automation agreement is expected to drive millions of dollars in benefit for the client – a significant advantage as many healthcare organizations scramble to reduce costs amid rising expenses and dwindling margins.

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Adoption of automation best practices

 - > Leveraging its deep experience implementing UiPath automation across a wide variety of enterprises, the Auxis team introduced best practices into the client's automation program that further boost productivity and accuracy. These include:
 - > Checklists for all stages of the automation lifecycle to ensure a structured approach to implementing and managing automation projects
 - > Improved documentation
 - > Streamlined processes
 - > Naming conventions

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Processes run smarter, not just faster

 - > Unlike tech-focused consultants, Auxis brings a business-led approach to automation projects. Leveraging 25 years of business transformation experience, the Auxis team optimizes process steps before automating to maximize efficiency and results.





Significant improvements to RCM efficiency, productivity, and accuracy

- > All the Auxis automations drastically reduced the amount of manual work involved, increasing accuracy and enabling the client's RCM team to do more with less. **The run time for many processes dropped from hours to a few minutes, and from minutes to a couple of seconds.** Completing RCM tasks faster and more accurately helps reduce times for claims processing, collection, and payment reconciliation – **speeding time to revenue.**



Bridging RCM labor gaps

- > Besides alleviating RCM labor shortages, Auxis' automation helps improve retention – reducing burnout by tackling frustrating, tedious tasks and enabling staff to focus on more interesting and important work.

After a successful program delivering incredible value, the client has decided to take the next step in its automation journey – leveraging UiPath's AI capabilities such as Intelligent Document Processing, Communications Mining, and Generative AI. To achieve this efficiently and securely, the client has engaged the Auxis team to support its complex, months-long migration from on-premises to UiPath's cloud solution.

Most organizations that have mastered RPA will be looking for knowledgeable partners with expertise in the platform's next-gen capabilities.

To date, Auxis has **helped the healthcare provider migrate more than 100 automations to the cloud and provided advisory services.** Once the migration is completed, the Auxis team **will begin working on more complex AI automation projects** involving Intelligent Document Processing, Communications Mining, UiPath Integration Service for building API automations, etc.

Want to learn more about the benefits of revenue cycle management automation?

Schedule a consultation with our RCM intelligent automation experts today!

Or, check out our **resource center** for RCM automation and outsourcing tips, insights, and success stories.

Looking for a one-stop RCM outsourcing and automation solution? Read our **case study** to learn more about how Auxis built a solution that delivers critical RCM processes for the same client, including payment applications, insurance verification and approvals, medical billing services, etc.

