



Case Study

Healthcare Provider

Quadrupled collections for a leading health system with Intelligent Automation

Client Overview:

Our Client is a health system in Northern California which includes doctors, hospitals and other healthcare services in more than 100 Northern California cities and towns. They offer service lines to affiliated hospitals specializing in cardiac care, women's and children's services, cancer care, orthopedics and advanced patient safety technology.

Business Need:

The California-based healthcare system was writing-off hundreds of millions of dollars annually in low balance (under \$2,000) accounts. This was because the effort required to follow-up for these accounts was too costly when compared to the average balance accounts. Without a radically different way to process the denials and underpayments, the avoidable write offs were a significant drain on finances.

The CFO set a target of \$50 million in addition to monthly collections, and aggressive targeting of low balance accounts was a strategic initiative to achieve that goal.

Issues confronting the revenue cycle team were:

- No analytics to focus efforts on highly collectable accounts
- MediCal claim status was not available until after +90 days
- Denial rates were unacceptably high with no strategy for timely filing compliance

Solution Highlights:

Hexaware developed a solution built around Robotic Process Automation (RPA) that reduced the level of effort by over 40%. This reduced cost to collect to a point where the ROI on the collection effort for low balance accounts was significant and contributed to the monthly goal of additional \$50Mn in collections.

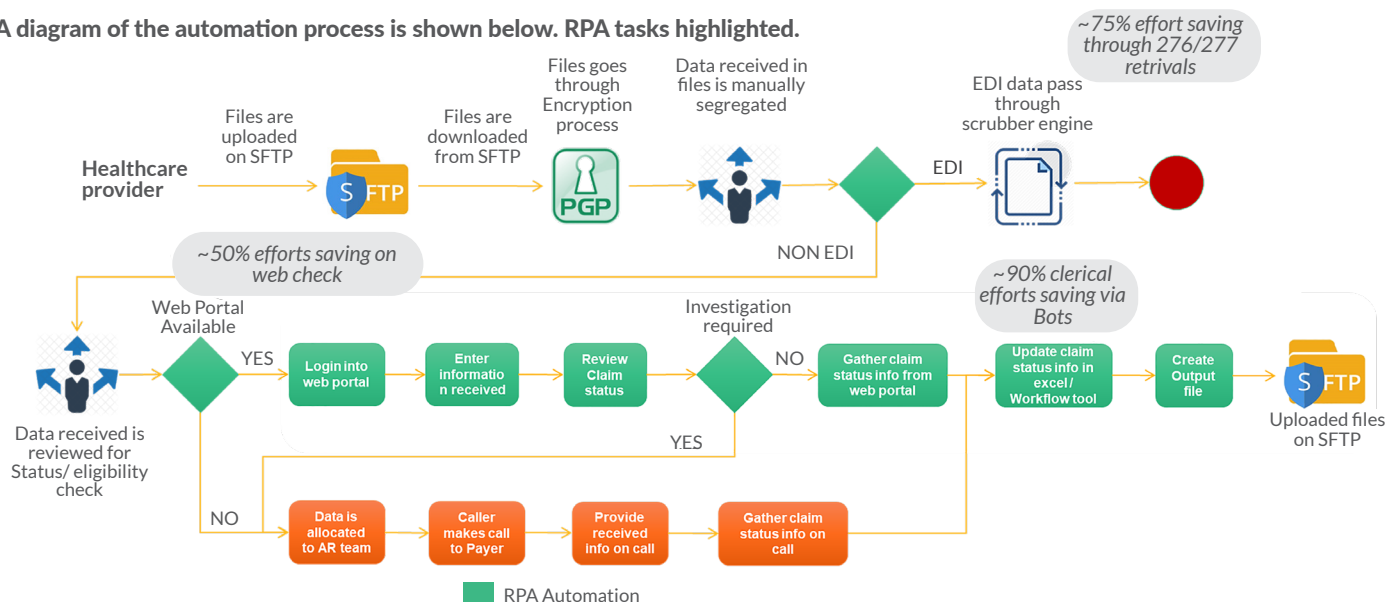
To accomplish this, Hexaware:

- Implemented an analytics-driven automation strategy to place claims most likely to pay into prioritized queues
- Set up a +100 FTE team in Atlanta using a RPA-driven low balance platform for insurance side follow up
- Received daily file feeds from Epic that were processed on Hexaware's proprietary platform - [Pay Flo](#)
- Reduced avoidable write-offs with Intelligent Automation coupled with workflow to decrease manual intervention to the greatest extent possible. Exceptions are passed back to the client along with recommendations for write-offs.

Results were compelling, and client raised balance threshold to \$5,000 based on success in collecting low balance accounts. MediCal accounts were added to queues based on robotic process automation driving rapid denial response.



A diagram of the automation process is shown below. RPA tasks highlighted.



Key Highlights

- Touch rate of low balance accounts increased from 0 to 100% with all ongoing placements at day 90
- Appropriate Plan Reimbursements - discovered all under payment cases to increase the reimbursement ratios from 0 to 7%
- Determined special project opportunities to classify trends and patterns to improvise and increase reimbursement rate and collection ratios

Benefits



About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'AUTOMATE EVERYTHING™, CLOUDIFY EVERYTHING™, TRANSFORM CUSTOMER EXPERIENCES™.'

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

NA Headquarters

Metro 101, Suite 600, 101 Wood Avenue South, Iselin, New Jersey - 08830
Tel: +001-609-409-6950
Fax: +001-609-409-6910

India Headquarters

152, Sector - 3 Millennium Business Park 'A' Block, TTC Industrial Area Mahape, Navi Mumbai - 400 710
Tel: +91-22-67919595
Fax: +91-22-67919500

EU Headquarters

Level 19, 40 Bank Street, Canary Wharf, London - E14 5NR
Tel: +44-020-77154100
Fax: +44-020-77154101

APAC Headquarters

180 Cecil Street, #11-02, Bangkok Bank Building, Singapore - 069546
Tel: +65-63253020
Fax: +65-6222728

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