

# Automation of Revenue Cycle Management Processes Using RPA

4+ | Years of relationship

## Business Problems

The client needed to automate various administrative tasks across existing business processes including:

- Prior Authorizations
- Payment Posting
- Claim splitting, verification & error processing
- EOB splitting & upload, claims data extraction
- Patient charts / medical records download
- Auto-filling insurance related forms
- Document request processing, collection & upload

## CitiusTech Solution(s) & Value Delivered

- ▶ CitiusTech **architected, designed and developed a custom automation solution** using the Automation Anywhere RPA tool. The solution helped the client:
- ▶ **Standardized workflows** across disparate systems to meet operational demands
- ▶ **Increased throughput and productivity** by scaling bots and reallocating bot machines
- ▶ Significantly reduced staff time and effort
- ▶ Reduced **operational and administrative** costs
- ▶ Continuous **improvement using custom dashboards** for performance analytics



5+

*RCM process  
use cases  
automated*

37+

*Business  
specific tasks  
automated*

55+

*live RPA robots  
deployed*