Alitek »

AI Powered Fax in Healthcare

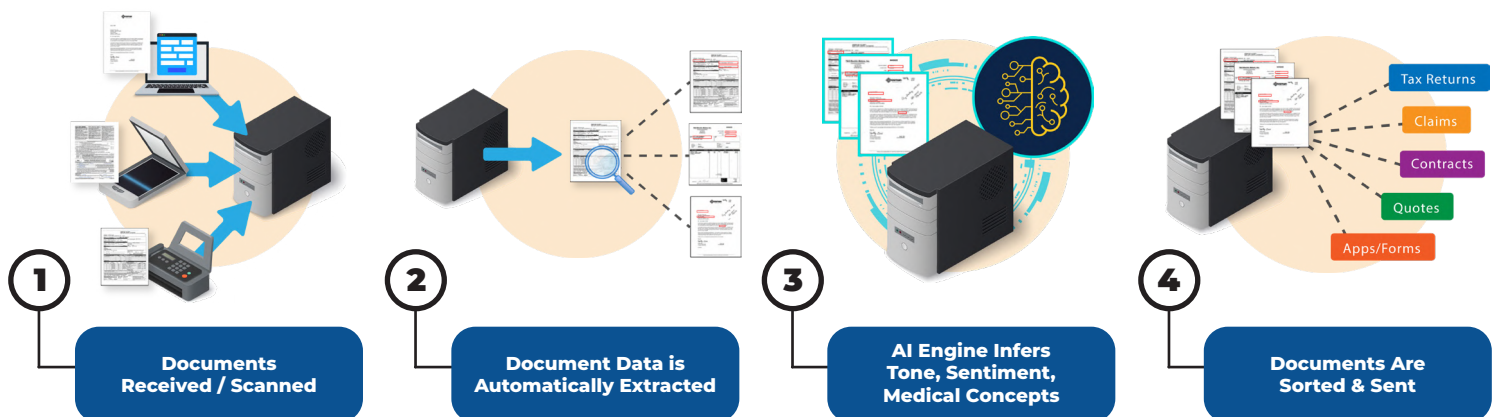*Reduce Your Manual Document Processing by Up to 90%*

opentext™

What if you could use AI to triage prior authorizations?

Or extract key medical information from faxed forms and physicians' letters? As healthcare organizations struggle to keep up with the growing volume of information exchanged between hospitals, clinics, doctors and insurance companies, many have realized that manual processing of incoming communications is no longer a viable option. Due to the vast number of high-volume communication channels, manual triage of incoming data is costly, susceptible to mistakes, and leaves companies in a never-ending game of catch-up. As a result, many healthcare organizations are investing in AI powered fax and capture processes that directly address these key information management challenges:

» Disconnected communication channels across fax, paper, email, and electronic forms
» Business units operating in silos and unable to share information
» Human assets required to review all incoming communications
» SLAs not met due to manual inefficiencies and difficulty finding documents

Smarter Communication Channels with AI and Intelligent Capture

Intelligent Capture eliminates the time consuming, manual evaluation of each incoming document and instead uses machine learning to understand your unique process. Based on pre-defined rules using your own process, documents are received, data is automatically extracted and inferred, and documents are then sorted and sent to their proper department for approval...all in real time. The documents are then filed and retained to ensure compliance. (process shown in diagram below)

1 Documents Received / Scanned

2 Document Data is Automatically Extracted

3 AI Engine Infers Tone, Sentiment, Medical Concepts

4 Documents Are Sorted & Sent

Tax Returns | Claims | Contracts | Quotes | Apps/Forms

Intelligent Capture Automation can be integrated with most existing business systems and provides these key benefits:

- » **Save up to 80% of current spend** by eliminating manual triage and missed SLAs
- » **Improve CMS Star Ratings** by increasing plan responsiveness, care, and customer service
- » **Reduce operational cost** through real time visibility into communication channels
- » **Free up critical staff** such as nurses from communication channel reviews to focus on higher value tasks
- » **Leverage existing content channels** to increase overall productivity

Case Study: Fax Automation with Healthcare Records

Allow your team to focus on people rather than processes with Intelligent Capture Automation

Alitek is a leader in information based digital transformations and has successfully implemented Intelligent Capture Automation technology for our clients. Our experienced team works with you to build a unique strategic plan based on your specific needs, no matter the size of your company.

Below is an example of how we helped one client deliver better patient outcomes, efficiency, and SLAs with Intelligent Capture Automation.

INDUSTRY
Healthcare

TECHNOLOGY
OpenText

BUSINESS CHALLENGE

- » Client with multiple statewide hospital and office facilities faced challenges triaging 10k faxes per day, including prior authorization forms
- » Multiple resources were assigned to perform manual triage activities
- » Inaccurate assessments led to costly appeals and grievances
- » Records were not compliant in accordance to hospital or government guidelines
- » SLA targets were not met due to records being inaccessible or not available to the business users

SOLUTION

- » Fax Automation Solution (FAS) leveraging the OpenText platform with Alitek solution tools
- » Defined the specific ingestion requirements for all incoming forms subject to the triage process
- » Built SharePoint Flows and Content Workflows to formalize the classification and review of the actionable tasks
- » Integrated with EMR/EHR's allowing for single source of truth when filing incoming forms

KEY BENEFITS

- » Average time to process incoming faxes take seconds with real-time review
- » Cost reduction of up to 80% of current cost to manual triage process flow
- » Users are able to directly access key information in real-time, improving decision making, customer/patient support
- » Increased SLA compliance leading to improved CMS STAR Ratings and increased reimbursement to insurance payors
- » Better customer service
- » The ability to report on all tasks in the process managing operational efficiencies

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Integrity.
Experience.

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