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Smarter Communication Channels with AI-Augmented Capture and RPA
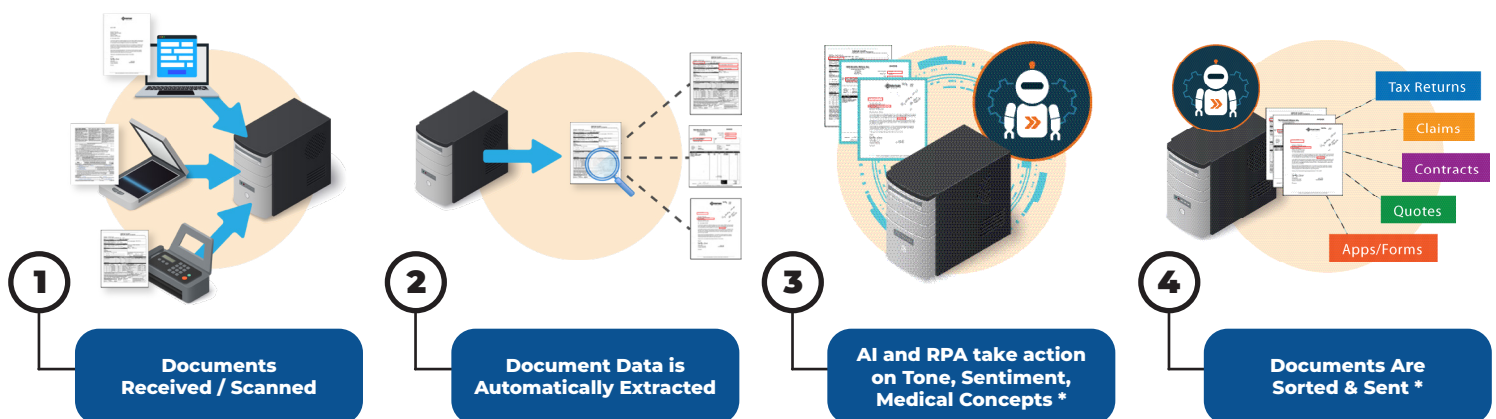
opentext™

Stop Missing Out On Revenue Because There Are Too Many Documents to Triage

Many organizations struggle to keep up with the growing volume of information they receive every day containing time sensitive data critical to their success. With some businesses receiving upwards of 10s of thousands of incoming documents on a daily basis, relying on a manual process is no longer a viable option. Manual processing of incoming data is costly, time consuming, susceptible to mistakes, and leaves you in a never-ending game of catch-up.

Information Management Challenges:

» You can not manage what you do not understand
» Poor metadata impairs process efficiency and automation
» Lack of metadata reduces productivity and findability of documents
» Automating capture steps is foundational to your digital transformation

AI-Augmented Capture and RPA 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 processed, 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 and RPA take action on Tone, Sentiment, Medical Concepts *

4 Documents Are Sorted & Sent *

Tax Returns
Claims
Contracts
Quotes
Apps/Forms

* Alitek Solution RPA BOT accelerator

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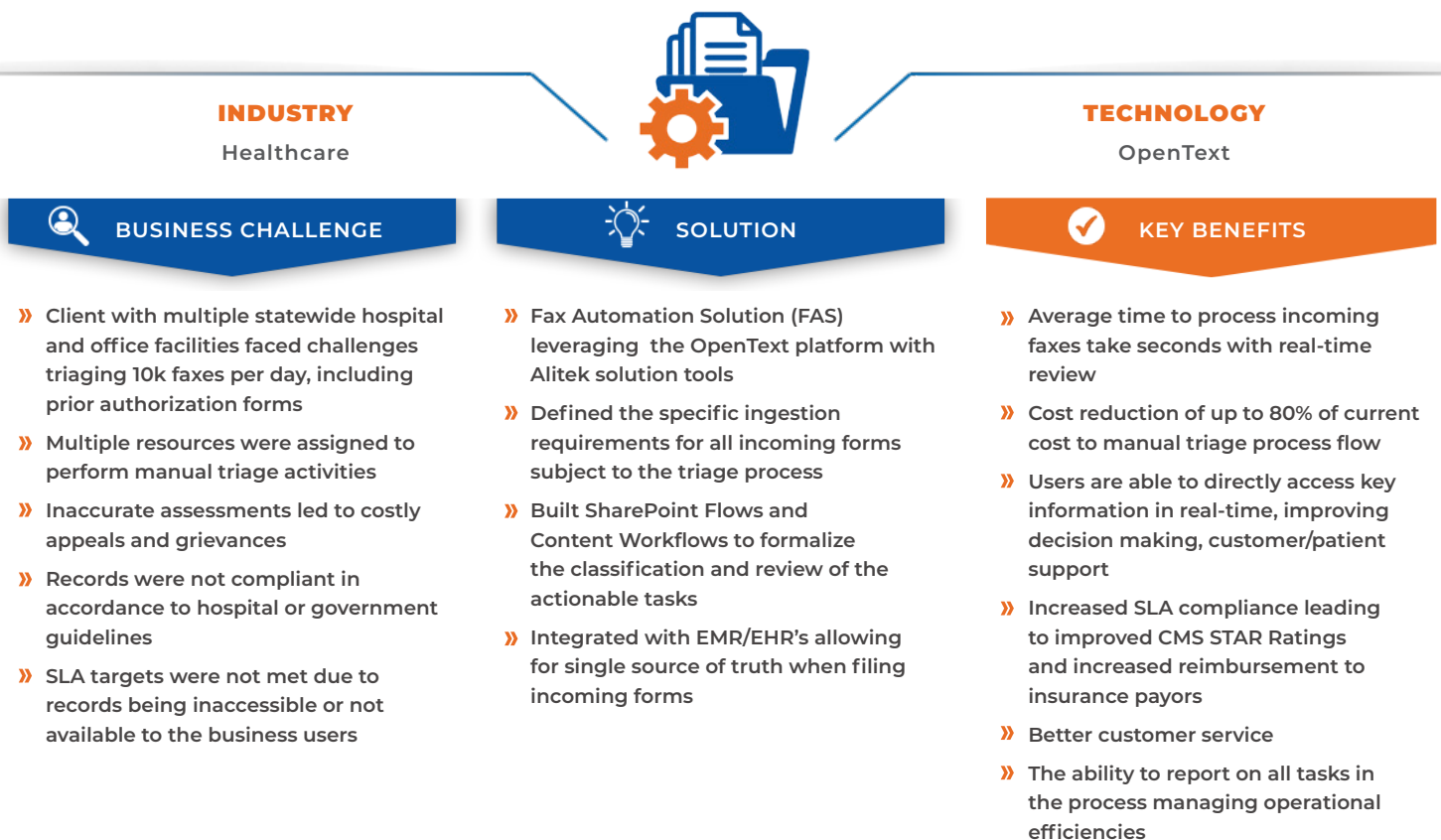AI-Augmented Capture and RPA can be integrated with most existing business systems and provides these key benefits:

» **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 AI-Augmented Capture and RPA

Alitek is a leader in information based digital transformations and has successfully implemented AI-Augmented Capture and RPA 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.

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

Information.
Integrity.
Experience.

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