Artiva HCx®

Denial Management Suite

Do more with less: Increase revenue and productivity with RPA bots

Business Challenge

Healthcare revenue cycle management (RCM) organizations are facing unprecedented pressure due to a combination of staffing shortages, a surge in claim denials, and limited resources. These converging challenges are eroding margins and making it increasingly difficult to maintain financial performance.

A medical insurance claim can be denied for several reasons, including:

- Incomplete or inaccurate information
- Out-of-network providers
- Policy exclusions or limitations
- Failure to obtain preauthorization
- Billing errors or incorrect coding
- Expired policy or lapsed coverage
- Inadequate documentation

Insurance companies use automation to uncover many of these issues. If the submitted claim doesn't meet specific criteria or is missing critical information, it is automatically denied.

Until now, when a claim is denied, representatives must undertake a long, arduous process to uncover the cause of the denial. However, workforce shortages and high turnover rates mean fewer staff are available to manage denial volumes. This has led to about 65% of denials going unworked, resulting in substantial lost revenue.

Solution Overview

VisiQuate's intelligent Denial Management Suite leverages robotic process automation (RPA) and a native Denial Intelligence Engine to automate time-consuming tasks and ensures your team works the right denials. Since a claim can be denied for several reasons, automating the process of gathering the necessary information to analyze why the claim was denied can be a critical time saver.

With time savings, a reduction in manual processes, and better resource allocation, you can direct your staff toward more important activities.

Eligibility Research: RPA bots can scrub eligibility response data for more specific details and prevent denials.

- Mine Detailed 271 Response Data
- Update Frequent Mismatches
- Flag Service Code Discrepancies
- Correct Plan Code Assignments
- Unlock FTE Savings

Managing Authorizations: Pre-Auth requests can be submitted to electronic payor portals, and even through fax submission electronically, by an RPA bot.

- Authorization Requirement Determination
- Initiate, Submit, Status Authorization Request
- Procedure Change—Performed vs Authorized (coded to authorized match)
- Unlock FTE Savings

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Some hospitals and healthcare organizations have reported a nearly **90% increase** in denials during the past three years.

Working Billing Edits: RPA bots can look up data from multiple systems and enter the data necessary to clear pre-billing edits in scrubbers. RPA bots can become your fastest and most efficient billers.

- Eliminate Redundant Claim Edit Tasks
- Auto Resolve Every Claim Edit Daily
- Claim Rejection Prevention (RPA manages most common claim rejection reasons)
- Unlock FTE Savings

Preventing Claim Denials: Root cause analysis identifies areas where robotic process automation can be deployed to prevent denial from happening.

- Learn from Historical Denials Data
- Identify Like Claims and Problem Areas
- Fix Root Cause with Automation to Prevent Denials
- Unlock FTE Savings

Working Claim Denials: Specific denials can be automatically appealed directly with the payor by supplying additional information or other required actions to be completed by the trained robot.

- Auto Correct and Resubmit Claims
- 101 Fully Automated Revenue Cycle Tasks
- >85% Non-Clinical Denials Coverage
- Unlock FTE Savings

Payment Posting: RPA bots can automate the edge cases that are manually posted by humans. Bots can also convert remittance advice files into postable 835 files.

- Eliminate Paper EOBs
- Auto Convert & Process to 835s
- Automate Manual Edge Cases and Resolve Credit Matching
- Unlock FTE Savings

Transforming Denial Management

Ultimately, the more tasks that can be automated, the better it is for RCM organizations, their employees, and patients. Using VisiQuate's Denial Management Suite leads to increased efficiency, reduced operational costs, improved accuracy, and better utilization of human resources for tasks that require critical thinking and decision-making.

Ready to learn more? **Contact us** today.

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