EYECARE MEDICAL CLAIMS PROCESSOR

MEDICAL CLAIMS AUTOMATION
POWERED BY RPA USE CASE

Overview

A global eyecare technology provider processes approximately 50,000 medical claims per month for vision practices through third-party vendors. This organization needed automation in claims management to eliminate human error, reduce per-claim processing costs and generate efficiencies.

Medical Claims Automation powered by Robotic Process Automation (RPA) enabled this customer to increase profitability, save over 35% per claim in processing costs and enable quick onboarding of future bulk claims.

Business Challenge/Problem

Incomplete, inaccurate claims information causes manual interventions that delay revenue and prevent new claims from being processed timely. An eyecare medical claims processor lacked automation with a costly outsourced model to process vision claims, and quickly realized processing errors, delays and backlogs were abundant. Business objectives included:

1. Reduce per-claim processing cost
2. Increase profitability
3. Replace manual processes to realize revenue sooner
4. Find a scalable solution to support bulk claims as the business scales in size

TAP Innovations' Solution

Medical Claims Automation powered by RPA is a sophisticated integration technology. RPA is compatible with EHRs, practice management systems and insurance websites and has the ability to overhaul manual claims processing. RPA technology users can perform key automation steps plus electronic data capture, entry, querying and reporting. Automated notifications or escalations alert staff when claim processing fails, closing gaps in an often-interrupted workflow.

Through RPA, this organization can:

1. Integrate core business systems and payer websites
2. Automate claims processing tasks
3. Centralize claims data entry and access
4. Complete the claim life cycle quicker
5. Perform claims data analytics and reporting
6. Onboard new claim loads quickly
7. Enable robust user access and security controls
8. Save 35% on manual claims processing costs!

IDEA

Key Digital Tools

TAP Innovations removes reliance on spreadsheets to streamline workflows and increase payment accuracies, ultimately improving recordkeeping, insight into global financials and employee satisfaction. Thousands of users utilize TAP Innovations digital tools and solutions daily.

- System integrations
- Bulk data loads to transfer historical data
- Data transformations
- Actionable Information
- Data capture
- Custom application development

Customers benefit from the simplicity of implementations, deliverables and speed to market with affordable solutions! Visit **tapinnov.com** to get started!

TAP Innovations is an expert in cloud-based integration solutions that eliminate manual efforts affordably.

Contact TAP Innovations today to get started on eliminating your Manual Efforts and SpreadSheets (MESS)!

Visit tapinnov.com to get started!

About TAP Innovations

theAppPlace (TAP) Innovations delivers cloud-based solutions to eliminate Manual Efforts and SpreadSheets (MESS). TAP Innovations…THE Integrated Digital Toolbox automates manual processes and greatly reduces spreadsheet sprawl, actions data into information and performs intelligent content organization across people and entity enterprises. A growing set of Digital Tools for CRM, Business Intelligence, Integrations, and more are web and mobile enabled and quick to fill data interoperability gaps with core business systems. TAP Innovations solutions have been implemented to streamline business processes for leading healthcare and financial management organizations as well as internal departments for companies from 50-15,000 employees and users.

Visit tapinnov.com to learn more.

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