WorkFusion

Healthcare

Case Study
Improving the Healthcare Appeals Experience Through RPA

Automation

85%

SPA reduced manual work by 85%

Accuracy

99%

Time stamp & other data extracted at a 99% accuracy rate

Customer
Major U.S. health care coverage administrator

Problem
When members submit a policy complaint or want to appeal a decision, one of several teams must review the case. Appeals are requested via email, fax, phone or through a web form. Information, including member name and complaint type, must be manually entered to start the appeal process. That's time- and labor-intensive, and prone to errors — and any slowdown of an appeal can cost significant time and money.
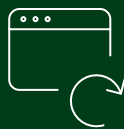
Solution
The operations team at the company used WorkFusion Smart Process Automation to transform a completely manual process into

an automated workflow. First, SPA extracts data from emails using robotics and OCR, and then uses machine learning models to classify and route requests into queues. Efficiency plus accuracy is achieved via an exception-handling workflow that includes a human-in-the-loop step for anything the bots are initially unable to process, such as handwriting.

Benefits
Using SPA to automate 85 percent of the full workflow improves the customer experience because automating classification saves time and money, prevents misdirection and reduces human error. Intelligent Automation also improves routing accuracy, sending the right data to the right queue, the first time.

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Before

| Member submitted complaint or request for appeal via mail, fax or through a web form | Employee read and reviewed all associated documents | Employee keyed data into several systems | Employee routed case to the correct team for evaluation |

After

RPA Bot + OCR
open and digitize emails and all associated attachments received via email, fax or form

Cognitive Bot + Manual Transcription
- detect handwriting
- transcribe any handwritten text manually

Cognitive Bots
extract key information

RPA Bot
sends data to management system, creates record and routes to correct team for decision

Results

- SPA reduced manual work by **85%** across the process end-to-end, from data extraction to policy decision

- Time stamp and other data extracted at a **99%** accuracy rate, up from **62%**

- Average routing time cut from **15 minutes** to **3 minutes**

WorkFusion's AI-driven RPA software creates and manages software robots for knowledge work. Built for data-first companies, its products automate business processes by combining AI, RPA and people in one intuitive platform. Top enterprises choose WorkFusion to reduce their cost of doing business and to use AI to overcome the complexity of scaling operations.

For more information, visit **workfusion.com** or email **learn@workfusion.com**