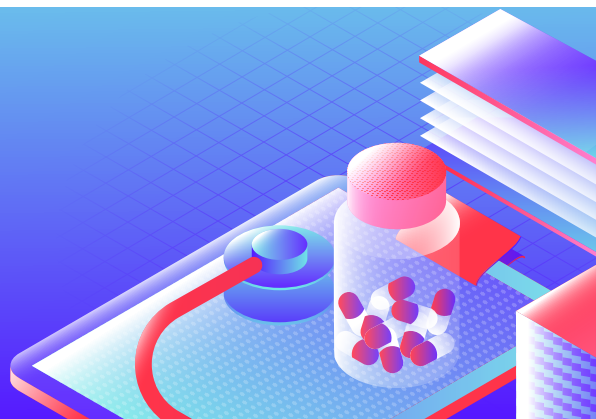


# Claims Management

Automated claims processing saves  
150,000 hours on 100,000 claims



## Challenge

Beyond increasing volumes and maintaining margins, there is a common need in healthcare organizations to free up staff to work in more meaningful ways. Many have expanded automation to the claims process with RPA, but alone it is not enough. Implementations frequently fail when the wrong process is chosen to automate, or the process is not optimized before automation.

One of the largest healthcare systems in the US implemented RPA to optimize its claims workflow, but its staff were still manually handling each claim. This resulted in errors, delays in payment, and wrong reimbursement rates.



We don't want to automate anything that's bad to begin with. With process mining, we're able to actually identify that. "

## Solution

ABBYY applies artificial intelligence to **process mining and intelligent document processing (IDP)** to give healthcare organizations complete control and visibility over processes and the data that drives them.

The healthcare system automated its claims processing with IDP, gaining visibility into claims that were missing critical information or where RPA captured inaccurate data, while eliminating the 5% error rate of manual processing. They also used process mining to identify other processes within the revenue cycle that needed improvement before adding automation with IDP.

## Key outcomes



Reduced claims handling time by  
4–5 minutes



Eliminated errors



Saved 150,000 hours