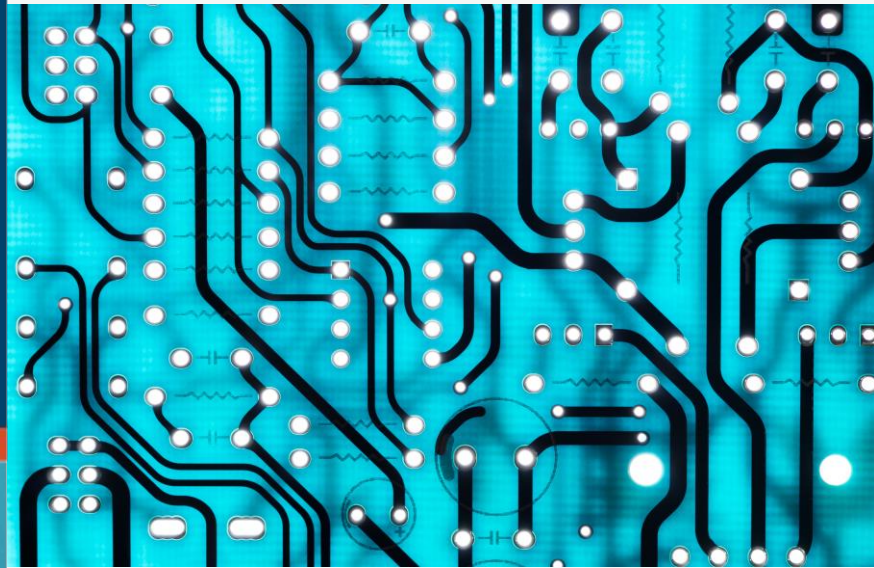


Healthcare Provider Intelligent Automation

Bringing Automation to Life to Improve Margins and Support the Mission

The opportunity for intelligent automation (IA) in revenue cycle provides for greater efficiency, efficacy and quality to drive improvements in net revenue through improved identification, capture and claims management for services rendered.

Intelligent automation is the combination of Business Process Management (BPM), Robotic Process Automation (RPA), and Artificial Intelligence (AI) technologies which, when combined, create rapid end-to-end organizational efficiencies and accelerate digital transformation.



Trends Towards IA

- >10% Growth in healthcare year over year
- >66% Hospitals using intelligent automation
- >60% Remaining hospitals looking towards intelligent automation
- >90% Financial leaders desire purpose-built automation in the revenue cycle
- >40% Improvement in productivity and efficiency with intelligent automation
- >380% ROI in RPA investments amongst top performers

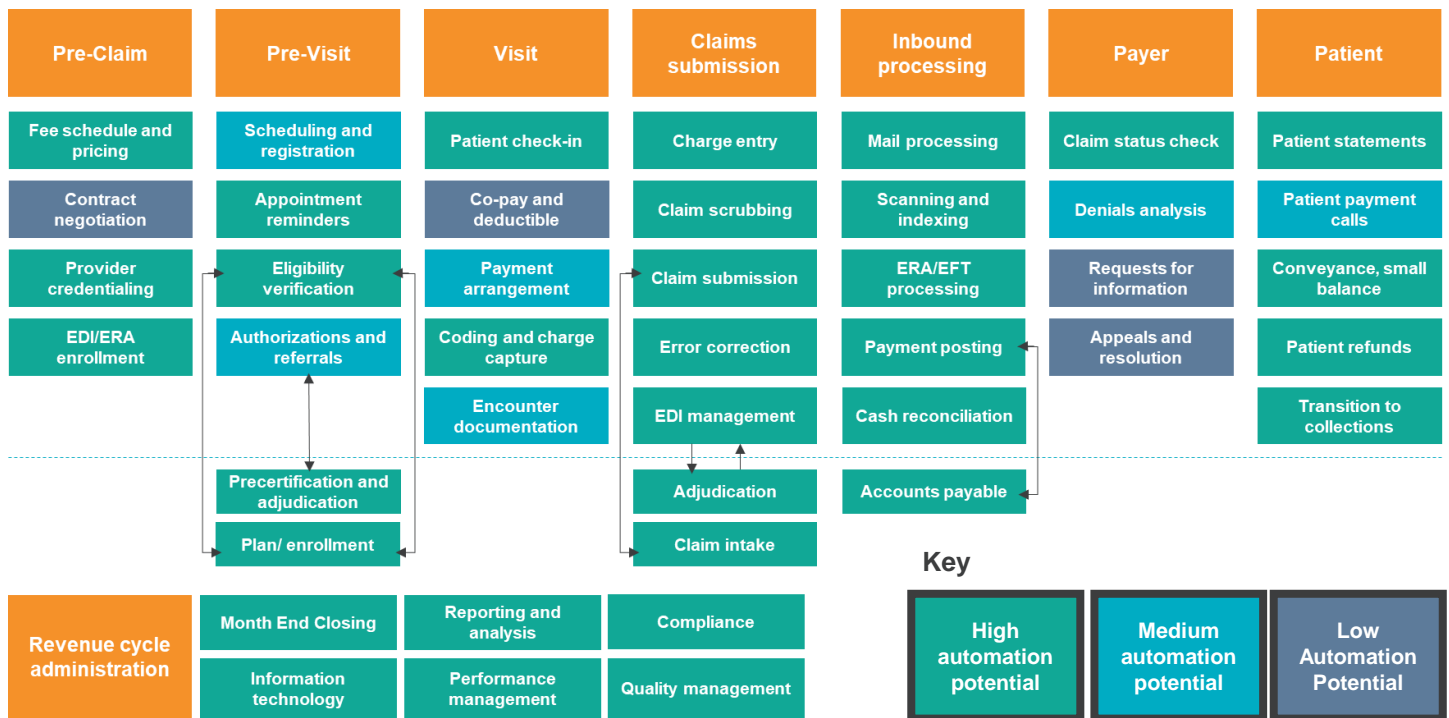
Areas of Focus for Purpose-Built IA

- Payment Posting and Reconciliation
- Claims Management
- Revenue Capture & Integrity
- Prior Authorization
- Patient Registration Quality
- Patient Estimates
- Denials Management
- Eligibility Verification
- Clinical Coding



Healthcare Provider Intelligent Automation

Healthcare Revenue Cycle Management Heatmap Summary



UIPath™ Partner
DIAMOND

Practical Applications of Intelligent Automation

Payment Posting

Implementation of “attended bots” to run scripts that automate repetitive tasks, across multiple platforms to login, extract, post and validate accuracy; yielding FTE savings >35% with a >290% ROI

Charge Entry

Leveraged use of a bot to translate data between workflows and systems to reduce manual translation of data from provider to coder to billing office; reducing data entry errors and improving clean claim rate with FTE reduction >40%

Claims Status

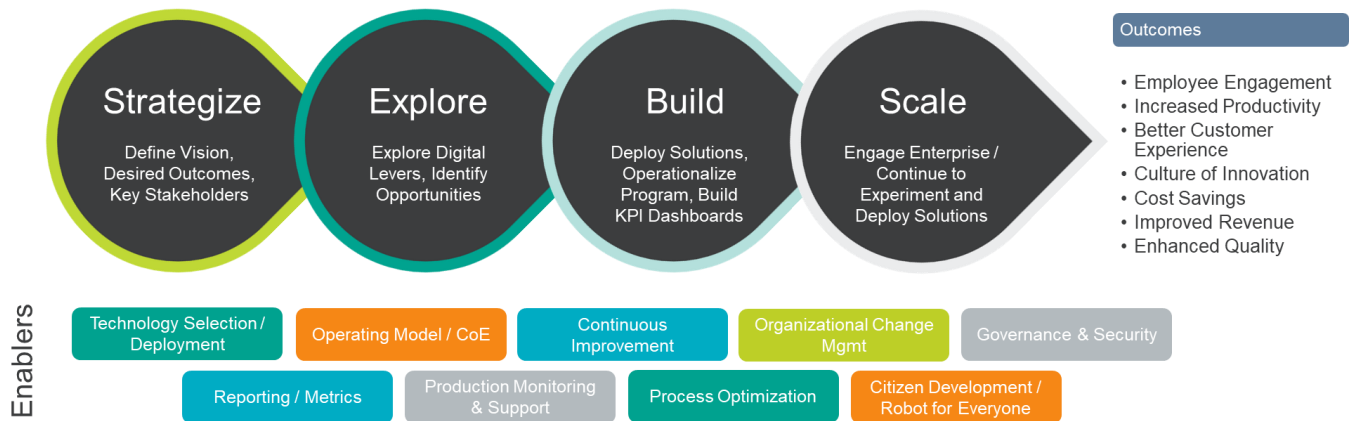
Implementation of an automated claims status inquiry tool to eliminate manual claim checks and provide more valuable feedback for action; accelerating cash flow >\$20m, preventing >\$1m loss for timely filing, redeploying and upskilling staff for value-added work, and decrease of AR by >15% in initial months

Healthcare Provider Intelligent Automation



Our Approach

Our approach to automating at scale begins with an iterative process of establishing the strategy and exploring both technical solutions and program elements/methods, while putting in place the building blocks of an operating model to enable continued and repeated successes.



The Protiviti Advantage in Intelligent Automation Services

Protiviti brings deep industry knowledge and skills, coupled with an innovative mindset, to help healthcare organizations manage risks and optimize their financial health. Our solutions and tools are designed to enable our clients to take a disciplined approach to managing risk and providing sustainable solutions.



Provides **focus** towards the revenue cycle to improve net revenue with a commitment to continuous improvement



Promotes **best practice** application across a broad pool of qualified revenue cycle SMEs



Reduces need to supplement skills for IA projects and co-sourcing, with the ability to scale quickly



Streamlines improvements to realize benefits faster with continuous coverage and monitoring

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