



CASE STUDY

Automation of Provider Edits for Dental Claims

Business Impact

>74%
Improvement in
Address Matches

>6,930
Hours Saved
Per Year

>3.5
FTE Savings
Delivered



About the Customer:

Founded by a group of business, health care, and community leaders, Lateetud's client is a state-licensed non-profit, tax-paying, private health insurance company, known to be an innovative leader in value-based care. Today, the company is standing strong; it's rated among the nation's best health plans for member satisfaction and quality and serves nearly three million members with their rock-solid commitment to the relentless pursuit of quality, affordable health care for individuals, families, and businesses with an unparalleled consumer experience.

Challenge

The customer processes large volumes of dental claims annually and a big percentage of these have mismatched or wrong healthcare provider information. Some of the scenarios include:

- Multiple providers on a single claim
- NPI and Tax ID do not match existing records
- Submitted NPI not found

Claims associates review each claim and assign the statuses approved to pay, rejected or override. Lateetud conducted process analysis to estimate that about 5,544 claims were processed monthly and the current manual process successfully processed 40% of the current provider information.



The Solution

Lateetud developed a Healthcare provider process automation solution, powered by RPA (Robotic Process Automation) with an improved address matching logic. We further simplified the process in the following aspects:

- Single process to replace existing multiple parallel processes
- More robust solution to avoid data load issues
- Enhanced performance and efficiency

Benefits:

- Eliminated manual review and research of claims information.
- Simplified process with increased efficiency for associates.
- Automated system to avoid human error.
- Saved time for users to do more meaningful work.
- Delivered ability to leverage address matching logic for future use.
- Created analytics based capability to recognize new scenarios for automation.

Business Impact

- Over 6,930 hours saved per year
- 74% process improvement from existing 40%
- 3,5 FTEs of lift delivered
- Easy integration with existing systems and API for future customization



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