



2023

CASE STUDY

Automated Provider Address Review

Business Impact

>7,425

hours saved
per year

>4,950

cases processed
monthly

4

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 has a dedicated process to review each provider's address. This elaborate process employs 12 associates who spend 6-20 minutes to review each address. Cumulatively, the payer spent 28 hours every day gathering data to determine the correct addresses of the providers. The provider data was housed in eight systems. The customer approached Lateetud to automate and optimize this process to reduce costs and save time for employees to do more meaningful work.

At the time of initial process evaluation, Lateetud identified a growing backlog of >5,200 unassigned items.



The Solution

Lateetud developed a Healthcare automation solution, powered by RPA (Robotic Process Automation) and forms capability of RPA, which carries out a preemptive retrieval of all relevant data from provider data sources. The solution then consolidates all the data and provides a user-friendly presentation of this data for the user's decision-making process. Lateetud ensured that the data retrieved and presented are as real time as possible.

- Preemptive Data Retrieval
- Data Consolidation
- User-friendly Presentation
- Realtime Data Presentation

Benefits:

- Completely automated system avoids human error.
- Time saved for user to do more meaningful work.
- Simplified process with user-friendly data presentation.

- Backlog cleared with real-time data updates.

Business Impact

- Over 17,700 LIS requests processed annually
- 2,507 hours saved per year
- Request processing time reduced to 2 minutes
- Zero human-error solution



Partners



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