

Human-Centered Automation:

By the Numbers



The Challenge

A top hospital system was faced with millions of dollars of backlog claims due to COVID-19 and a heavily manual claims remediation process, burdening their workforce.



The Solution

Start automating claims with two common technical denial codes through an **8-week project** from kickoff to execution.



What are they doing with the hours back to the business?



Since implementation, **managers are now able to concentrate more time on training /mentoring** and working on more complex denial types.

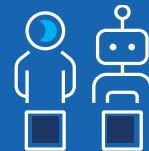


The human-first approach **took the fear and anxiety out of Financial Services team who gains confidence to automate more complex tasks** and evangelize throughout the enterprise.



Entire backlog of **200 claims cleared in one week, increasing speed to revenue.**

Bot processes up to 245 claims per day vs the human that could only process up to 50 a day.



The Results

The organization now saves **60 hours a month through their initial automation pilot!**



93% cost reduction in the process by automating just two denial codes.

