SYNTEL
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Robotic Process Automation: The Path to Modernization

■ One of the biggest challenges for the U.S. healthcare industry today is controlling turnaround time (TAT) for critical business transactions. This challenge can be extremely disruptive and pose a significant threat to the enterprise. Controlling TAT has a major influence on administrative cost savings, which is the key driver for transforming and modernizing the core payer and provider business environment.

Robotic Process Automation (RPA) supports healthcare by applying process automation to some of the most labor intensive, costly and error-prone business activities. It can be a powerful tool for increasing the speed and accuracy of administrative tasks such as billing, claims processing, and account settlement. It is also a scalable, cost-effective solution to improve quality and reduce turnaround time for all players in the healthcare industry.

Because RPA is technology agnostic, it can work across legacy systems, EHRs, mainframes, custom applications and any other type of IT platform.

According to health insurance trade group AHIP, approximately 80% of healthcare claims are now processed automatically. A claim requiring human intervention costs approximately $4.00 to process, while an automatically-adjudicated claim costs only $1.00.

Syntel's next-generation automation platform — SyntBots® — utilizes intelligent automation and cognitive computing to transform IT operations, DevOps and business processes across the enterprise. Its "record-and-play" capability performs repetitive tasks to drastically reduce processing time and eliminate human errors. SyntBots has a zero-risk deployment model, can be used across any type of infrastructure, and can be tailored to suit your governance practices and comfort level.

Benefits of SyntBots

Claims Administration
- Increasing first time right (FTR) to 99%+
- Up to 40% cost reduction in large-scale transaction volume scenarios
- 70-80% of rule-based processes can be automated
- Easy integration with legacy systems

Provider Credentialing
- 48% cost reduction for the initial data entry process
- Improved overall data integrity

Member Enrollment
- 35% error rate in applications with reduced enrollment cycle times
- Reduction in processing errors and incomplete applications
- 70% TAT reduction for new member enrollment applications

Prior Authorization
- Automation based on clinical guidelines (CMS, MCG, InterQual, custom)
- Reduced cost of overhead, administrative staff, complexity and time

Case Study 1 –
Insurance Policy Renewal for a Leading UK Insurance Company

Business Challenges

- Cumbersome process to navigate through 55 fields in 8 different applications to extract policy information and compute discount offers
- Involved a high possibility of manual error and long wait times for customers

Syntel's Solution

- SyntBots was configured to automatically access all 8 applications to extract and collate all relevant data for the customer service agent
- SyntBots automatically updates the database (applications) with the final policy information for future reference

Business Benefits

45%
reduction in effort

50%
reduction in cycle time

100%
accuracy and increased customer satisfaction

Case Study 2 –
Automated Policy Reconciliation for a Leading Insurer

Business Challenges

- Reconciliation data (6,600 transactions per month) was spread across multiple databases, and mismatches were being manually corrected
- Extracting data and comparing it with the base system to identify and correct mismatches was a tedious and error-prone manual process

Syntel's Solution

- Syntel configured SyntBots to automatically extract data from the reconciliation databases
- The premiums were automatically reconciled to identify mismatches
- Comprehensive reports were generated for improved tracking

Business Benefits

- Fast, rules driven implementation for accurate error handling and reduced cycle time
- Minimal need of manual intervention, and high accuracy of recon process.
- Analytical tools were able to identify and fix the most frequent recurring issues, reducing feed failures by 25%
- The client now has the ability to scale and extend this automated process to other products

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For more information, visit Syntel online at **www.syntelinc.com**
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