

Transforming Healthcare Delivery with Automation

Top RPA Use Cases for Healthcare Providers





Executive Summary

Healthcare providers are under pressure to improve patient outcomes while managing growing administrative burdens, workforce shortages, and reimbursement challenges. Manual processes slow down care delivery, delay revenue cycles, and burden staff.

Robotic Process Automation (RPA) offers a practical, scalable way to streamline complex workflows, reduce operating costs, and improve staff and patient experiences.

This document highlights the most impactful RPA use cases for healthcare providers.

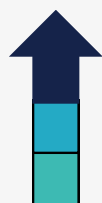


Automation Opportunity in Provider Organizations

Provider organizations like large health systems and specialty clinics deploy RPA across clinical operations, revenue cycle management, and business administration to drive efficiency and accuracy.

High-impact domains include:

PRE-CLAIM	PRE-VISIT	VISIT	CLAIMS SUBMISSION
Fee schedule and pricing	Pre-certification and adjudication	Patient check-in	Charge entry
EDI/ERA enrollment	Appointment reminders	Coding and charge capture	Claim scrubbing
Provider credentialing	Eligibility verification	Payment arrangement	Claim submission
Contract negotiation	Plan/ Enrollment	Encounter documentation	Error correction
	Scheduling and registration	Co-pay and deductible	EDI management
	Pre-treatment authorizations and referrals		Adjudication
			Claim intake



Highest Automation Potential

High-impact domains include:

INBOUND PROCESSING	PAYER	PATIENT	REVENUE CYCLE ADMINISTRATION
Mail processing	Claim status check	Patient statements	Month end closing
Scanning and indexing	Denials analysis	Transition to collections	Information technology
ERA/ETF processing	Requests for information	Conveyance, small balance	Compliance
Payment posting	Appeals and resolution	Patient refunds	Reporting and analysis
Cash reconciliation		Patient payment calls	Performance management
Accounts payable			Quality management



Highest Automation Potential

Automate What Matters

At SNAP, we help you identify, prioritize, and deploy automation across high-impact areas, quickly and efficiently. RPA allows your team to improve accuracy, accelerate processing times, and reduce costs.



Top Use Cases by Function

Patient Access & Scheduling

- **Patient Enrollment** – Pre-fill forms from referral data and validate demographics
- **Insurance & Benefit Verification** – Auto-query payers and populate eligibility in records
- **Scheduling** – Match appointment slots to availability and send reminders
- **Document Intake & Indexing** – Tag incoming documents to correct patient records
- **Prior Authorization** – Assemble clinical data, submit requests, and track status
- **Financial Planning** – Estimate out-of-pocket costs, generate plans, and schedule payments



50%

Automating patient access workflows can increase scheduling efficiency by over 50%, leading to a measurable boost in patient satisfaction.



Revenue Cycle Management

- **Fee Schedule & Pricing Updates** – Validate and sync fee schedules across systems
- **Charge Entry & Coding** – Suggest and validate CPT/ICD codes from documentation
- **Claim Scrubbing & Submission** – Apply payer rules, flag issues, auto-submit clean claims
- **Error Correction** – Reconcile rejections and auto-refile corrected claims
- **ERA/EFT Processing & Payment Posting** – Match remittances to claims, auto-post
- **Cash Reconciliation** – Align bank deposits, clearinghouse reports, and accounts
- **Adjudication & Adjustments** – Interpret responses, apply adjustments, flag underpayments
- **Denials & Appeals Management** – Generate appeal packets, track resolutions
- **Patient Statements & Refunds** – Issue accurate bills and process refunds

35%

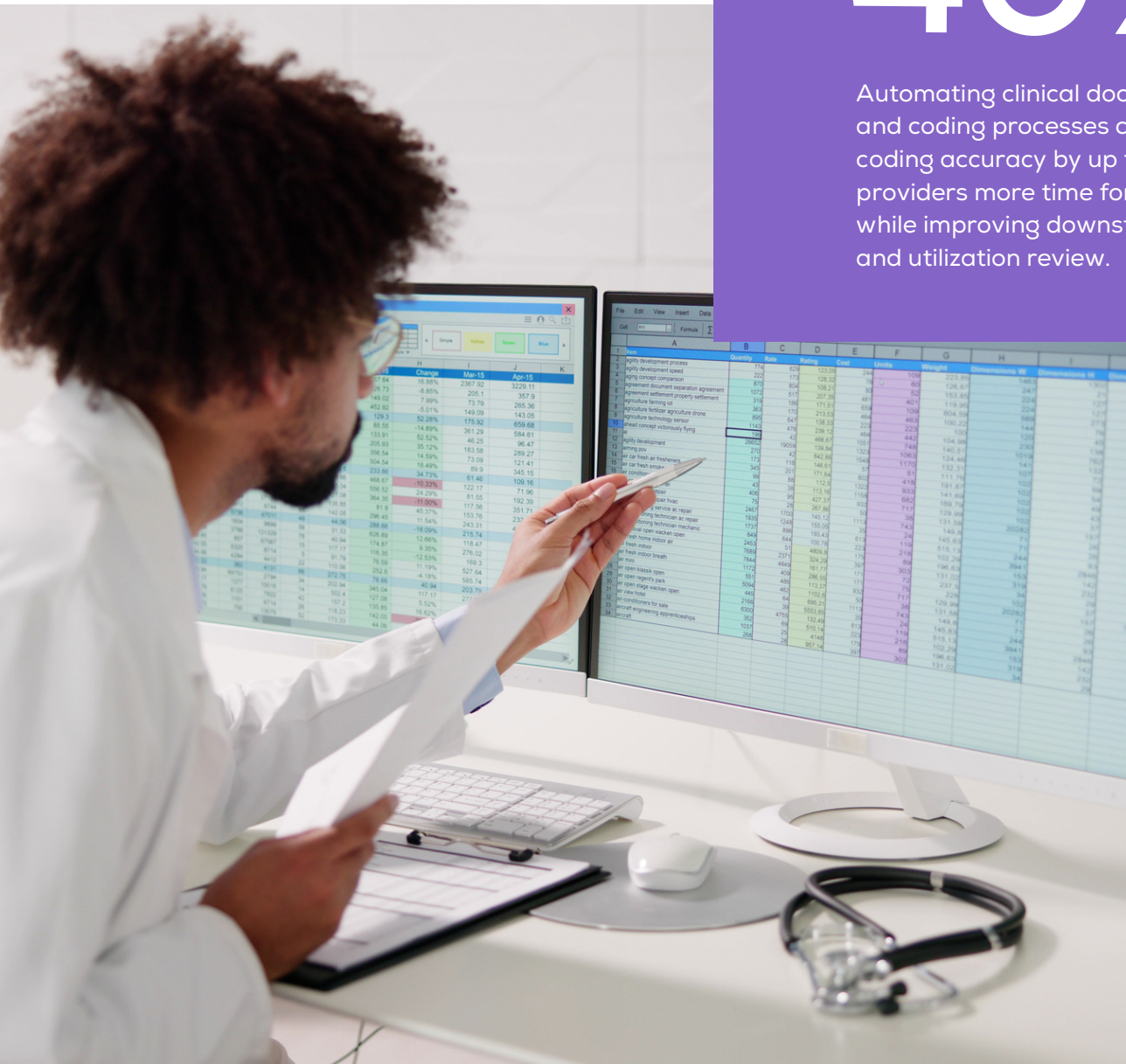
Organizations that automate revenue cycle processes see up to a 35% reduction in denials, resulting in accelerated cash flow.

Clinical & Medical Operations

- Clinical Documentation Structuring – Convert provider notes into billing-ready data
- Utilization Management – Review care requests vs. guidelines and escalate appropriately
- Health & Wellness Outreach – Automate preventive outreach and tracking
- Case Management Coordination – Track care plans, milestones, and team input
- Clinical Analytics – Aggregate outcomes, quality, and cost data for review
- Medical Coding – Recommend and validate diagnosis/procedure codes

40%

Automating clinical documentation and coding processes can improve coding accuracy by up to 40%, giving providers more time for patient care while improving downstream billing and utilization review.



Pharmacy & Supply Chain

- Order Management & Fulfillment – Track availability, auto-update order status
- Inventory Management – Monitor usage trends and trigger restocking
- DUR Review – Detect contraindications and duplication before dispensing
- Logistics – Schedule equipment/supply deliveries and real-time tracking
- Service & Replacements – Trigger maintenance or replacement workflows



50%

Automating pharmacy and supply chain operations can reduce inventory holding costs by up to 30% and cut order fulfillment time by up to 50%, helping healthcare providers avoid stockouts, overordering, and costly delays in patient care.



```
mirror_object to mirror
mirror_mod.mirror_object

operation == "MIRROR_X":
    mirror_mod.use_x = True
    mirror_mod.use_y = False
    mirror_mod.use_z = False
operation == "MIRROR_Y":
    mirror_mod.use_x = False
    mirror_mod.use_y = True
    mirror_mod.use_z = False
operation == "MIRROR_Z":
    mirror_mod.use_x = False
    mirror_mod.use_y = False
    mirror_mod.use_z = True
```

Document Triage & Data Entry

- Channel Intake – Route inbound docs from email, fax, portals to the right queue
- Data Entry Automation – Extract data from forms and input into EHR/ERP
- Barcode Scanning & Indexing – Auto-link scanned content to patient profiles
- Document Classification – Categorize and store documents with appropriate metadata



```
print("please select exact")
```

90%

Automating document intake and data entry can reduce manual processing time by up to 80% and improve data accuracy by over 90%, significantly accelerating patient onboarding and clinical workflows.

Business & IT Operations

- **Financial Management** – Consolidate financial data, generate reports, trigger alerts
- **HR Management** – Automate onboarding, training tracking, payroll processes
- **Legal & Compliance** – Monitor regulatory changes, run audits, log documentation
- **Business Planning & Analytics** – Model performance, generate planning dashboards
- **Enterprise IT Operations** – Monitor interfaces, resolve failures, apply system updates
- **Vendor Management** – Track SLAs, renewals, and invoice workflows
- **Governance & Risk** – Flag anomalies, manage change, and maintain compliance logs
- **UX/CX Monitoring** – Collect feedback, analyze sentiment, and alert stakeholders



40%

Healthcare organizations that automate back-office functions see up to a 40% reduction in administrative overhead.

Best place to start:

CLAIMS SUBMISSION	INBOUND PROCESSING	REVENUE CYCLE ADMINISTRATION
Charge entry	Mail processing	Month end closing
Claim scrubbing	Scanning and indexing	Information technology
Claim submission	ERA/ETF processing	Compliance
Error correction	Payment posting	Reporting and analysis
EDI management	Cash reconciliation	Performance management
Adjudication	Accounts payable	Quality management
Claim intake		



Highest Automation Potential



The SNAP Advantage

SNAP brings industry-aligned automation strategies to healthcare providers, helping organizations scale RPA initiatives without disrupting care delivery. From streamlining the front desk to optimizing complex billing systems, SNAP ensures automation works for both clinical and back-office operations.

Why SNAP?

- Proven healthcare automation expertise
- RPA integration with EMRs and legacy systems
- Rapid deployment and ROI-focused delivery
- Compliance-ready automation built for healthcare



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Let's Automate What Matters