



S N A P
consulting

Enhancing Healthcare Operations with RPA

Case Study - BCBS AZ

SNAP CONSULTING

ABOUT US







At the forefront of Robotic Process Automation (RPA), SNAP Consulting provides tailored solutions that boost efficiency and foster innovation across various industries. Our decade-long expertise in automating complex tasks enables organizations to achieve significant cost savings, superior accuracy, and enhanced operational agility.

CLIENT INTRODUCTION: BCBS AZ

Blue Cross Blue Shield of Arizona (BCBS AZ) is a leading healthcare insurance provider, dedicated to offering exceptional health coverage and services. Facing increasing operational demands and the need for precise claims processing, BCBS AZ turned to SNAP Consulting for RPA solutions that align with their strategic goals of efficiency and high-quality service delivery.

CHALLENGES AND SOLUTIONS

BCBS AZ faced significant challenges in managing a high volume of medical claims efficiently. The Reimbursement Services department was burdened with repetitive tasks, leading to overtime work and operational bottlenecks. They needed a robust solution to automate claims processing and data management, thus enhancing data integrity and reducing manual errors.

KEY CHALLENGES		
	High volume of repetitive tasks	Inefficient manual processes
		
	Operational bottlenecks	Overtime work by staff

RPA IMPLEMENTATION

AT BCBS AZ

SNAP Consulting deployed several customized RPA solutions to significantly minimize human intervention while ensuring precision. These solutions leverage advanced process automation tools like Nintex RPA, resulting in enhanced operational efficiency and productivity.



FOCUS ON REIMBURSEMENT SERVICES

The Reimbursement Services department at BCBS AZ saw extensive benefits from RPA, touching all processes from claims to maintaining member and provider profiles, adjustments, and disputes.

Specific Improvements:

- **Claims Processing:** Automated claims processing improved accuracy and efficiency, handling an average of 5,000 claims per day.
- **Member and Provider Profiles:** RPA ensured accurate and timely maintenance of profiles.
- **Adjustments and Disputes:** Reduced manual intervention led to faster resolution of adjustments and disputes.

KEY ADAPTATIONS

PROCESS AUTOMATION

Automated end-to-end claims processing, reducing processing time per claim and freeing up staff for complex tasks.

DATA MANAGEMENT

Seamless integration with existing systems ensured up-to-date and accurate records.

ERROR REDUCTION

Substantial decrease in data entry errors, resulting in more reliable data and reduced need for manual corrections.

RESULTS AND IMPACT

Matthew Kingry, Vice President of Reimbursement Services, noted: "RPA touches all our processes in the Reimbursement Services Department. From claims to maintaining member and provider profiles, RPA is involved from start to finish, significantly improving our accuracy and efficiency."

Quantitative Outcomes

- **Claims Processing Volume:** 400% increase
- **Processing Time:** 50% reduction
- **Cost Savings:** Over \$1.2 million annually
- **Full-Time Employee Equivalent (FTEE):** RPA performed the work of over 30 FTEEs

Perla Gallardo Baez, Claims Manager, added: "It's been very helpful having RPA as an extra set of hands to help with the volume of claims. It allows employees to focus on more complicated claims while RPA handles the simpler ones."

LESSONS LEARNED AND FUTURE OUTLOOK

The success of RPA at BCBS AZ highlights the scalability and flexibility of automation. This project has set a precedent for expanding RPA applications within BCBS AZ and other healthcare clients, promising further improvements in efficiency and cost savings.



READY TO TRANSFORM YOUR HEALTHCARE OPERATIONS?

Contact SNAP Consulting to explore how our RPA solutions can streamline your processes, enhance accuracy, and boost efficiency. Visit www.snap-us.com to schedule a consultation or demo.



Web Address
www.snap-us.com



Mail
consulting@snap-us.com



Address
Orlando, FL, USA