

A Leading Eyecare Group Revolutionizes its Complete Revenue Cycle Management with Nividous RPA Bots



Organization

A market leading eyecare group empowers eyecare professionals with the tools and resources necessary to provide their patients with full-scope professional eyecare and the highest quality product assortment and value. The customer has arrangements with more than 40 insurance carriers offering hundreds of different insurance plans for its wide range of eyecare products and services.

Challenges

The customer has ~360 eyecare practices operating in 20 states in the USA and is rapidly growing its business through acquisitions with a 35% YOY growth. The rapid acquisitions created an island of information systems causing several challenges to critical functions, including claims processing.

Daily manual processes, including eligibility check for patients coming through scheduled appointments and claims management across 40+ insurers, were demanding significant involvement from skilled resources. Such resources were limited and used to dedicate 30% of the day's time on swivel chair tasks, which caused unnecessary delays and cashflow issues. Non-optimization of highly valued resources could also result in a significant revenue loss. Moreover, inaccurate insurance information could lead to missed revenue.

Solution

Nividous was deployed as a standardized platform to automate a series of cross-functional operations involving doctors and administrative staff.

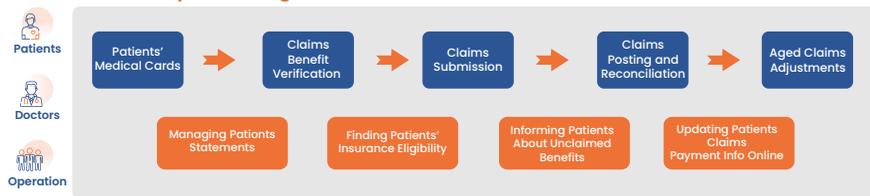
Processes automated

- Claims eligibility, submissions, and review
- Data migration
- Report automation
- New stores and employee onboarding
- Price change management
- Medical Insurance/medical card extraction

Nividous platform-enabled process automation has proven to be a game-changer to support our rapid growth. Our highly skilled resources are freed up to focus on more value-added tasks, delivering better customer services. We have seen great success with Nividous platform across different departments. The platform has played an instrumental role in revolutionizing overall revenue management.

Chief Information Officer
A market leading eyecare group

Revenue Cycle Management Processes



Orchestrated Applications



Benefits

- 5x Increase in appointments with same FTEs
- 250K+ Skilled staff-hours saved per year
- \$75M Claims payment per year
- \$6M+ Worth missed claims recovery
- 40% Improvement in time to integrate new acquisition
- 9Days DSO reduction in claims to cash
- \$6.25M Yearly savings in manual effort

Solution

Nividous was deployed as a standardized platform to automate a series of cross-functional operations involving doctors and administrative staff.

- 📍 Nividous as a standardized platform
- 📍 Opened more channels for appointment setting behind chatbot
- 📍 40+ eligibility and claims processes
- 📍 Claims reconciliation with bank and AR reporting
- 📍 Data migration and synchronization
- 📍 New stores onboarding and inventory management

For more information on how healthcare professionals use Nividous platform visit: <https://nividous.com/case-studies#healthcare>

Project Size and Organizational Change

📍 Intelligent Data Extraction from Patients' Medical Cards While Appointment Booking:

When a patient uploads her medical card while booking an appointment, Nividous Bot with native AI capabilities extracts the patient's details along with its claims eligibility info from the card and uploads it on the core system.

📍 Benefit Verification and Claim Submission:

We need to know insurance benefit eligibility to upsell before a customer walks into the store with a scheduled appointment. Once the visit is completed, the claim needs to be filed in time for a quick payment. Nividous Bots navigate through internal legacy system and 30+ insurers' websites to automate the benefit

📍 Finding Patients' Insurance Eligibility:

If a patient has booked an appointment but her insurance info is not available, Nividous Bot finds the patient's eligibility across the five most common used insurance websites and updates the info on our internal core system.

📍 Managing Patient Statements:

When the patient doesn't pay during her appointment, Nividous Bot downloads her statement from InstaMed and uploads it on internal core system. The statements are sent to patients through InstaMed.

📍 Updating Patient Payment Info:

Once the patient receives the statement and pays online, Nividous Bot updates the payment info to that patient's profile on the internal core system.

📍 Claims Posting and Reconciliation with Bank:

The Nividous Bots post and reconcile monthly 40000+ claims by handling different formats of PDFs and update it on our internal billing system.

📍 Aged Claims Adjustments:

If an outstanding claim amount is not settled after a specific duration, Bots manage the claims write off process on our internal core system.

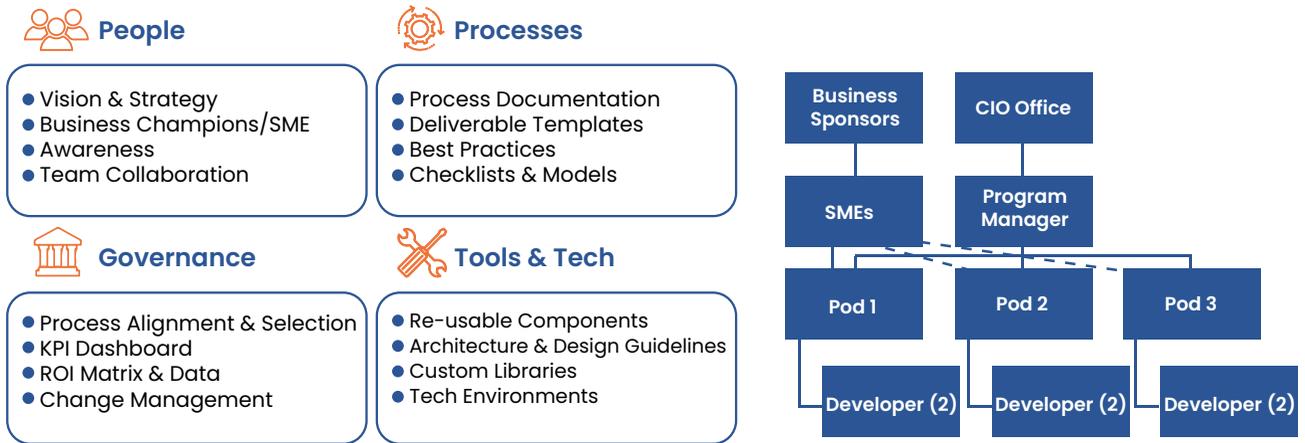
📍 Year-End Intimation of Unclaimed Patients' Benefits:

The Nividous Bot checks for any unclaimed benefits for patients who have not scheduled any appointments throughout the year and sends reminders to encourage them to utilize their benefits. In 2023, the Bot processed over 1.5 million patient records and identified more than 528,699 eligible patients. The marketing communication generated over 161,707 patient appointments, resulting in approximately \$41,758,513 in revenue for the company.

📍 Data migration and Synchronization:

The Nividous Bots have migrated data for over 170,000 patients between legacy systems in the span of two years.

The holistic approach to address organization's need to achieve operational excellence across all critical business functions led us to eventually create a center of excellence.



Project Impact and Benefit

This holistic automation has delivered an immense value. For instance, each successful document processing by Nividous Bot using natively embedded AI capabilities takes only 5 minutes and saves \$15 per hour. The efficiency of the claim processing cycle was improved by more than 80%, which enabled faster customer communication and an ability to upsell the services 10 times effectively. It has been more than two years, and the project benefits have left a tremendous impact on the overall business practices and dependant operations.



About Nividous Platform

Nividous platform is built on a strong foundation of user experience and with security and scalability in mind. This allows rapid unattended, attended and AI-enabled automation that accelerates business growth allowing organizations to work at their peak efficiency with rapid ROI and lowest TCO.

Nividous is one of the very few platforms that offer key Hyperautomation capabilities out of the box. Robotic Process Automation, Business Process Management and Artificial Intelligence, the key components of Hyperautomation have been developed natively within the platform. This combination of technologies allows for very sophisticated processes to be automated to free human workers from repetitive, mundane tasks.

About Nividous

Nividous helps you to unleash the true potential of your workforce by humanizing work with its Hyperautomation platform.

The Nividous leadership team has decades of experience delivering hundreds of digital process automation solutions in companies and organizations of various sizes around the world.

Leveraging its tremendous domain expertise, the Nividous team offers vertical solutions that are RPA and AI-enabled and built on configurable process automation capabilities to empower businesses to operate with flexibility and agility. Nividous also offers end-to-end professional services that include process discovery, implementation, support, and building Centers of Excellence (CoE).

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