

# A prominent eyecare group saves 1500 man-hours per month automating claims eligibility check with Nividous RPA Bots

## Organization

The group empowers doctors to deliver world-class patient care and service by leveraging eyecare industry best practices, innovation, and collaboration. The customer has arrangements with more than 40 insurance carriers offering hundreds of different plans for its wide range of eyecare products and services.

## Challenges

Over 500 patients arrive daily for scheduled appointments. Each of these patients expects to be well-informed about insurance benefit eligibility. In a time-consuming and error-prone process, eyecare professionals were required to extract individual eligibility details from various legacy applications.

- Ⓜ No direct integration exists with insurance carriers. Patient data cannot be pulled and retained internally, because Insurance benefits change regularly
- Ⓜ For each scheduled appointment, store administrators were required to manually check an insurance carrier website, in order to obtain eligibility information
- Ⓜ If benefit eligibility is not verified, patients may forego due benefits, negatively impacting overall experience

## Solution

Utilizing Nividous Bots to replace manual tasks, our team enabled speed and accuracy by automating the process of checking eligibility across 40+ insurance carriers.

- Ⓜ Nividous Bots locate patient information in legacy systems, run a rule-based search query on the insurance carrier websites, download the eligibility details in required formats, and update an internal portal
- Ⓜ Bots communicate status updates at completion and log information on exceptions
- Ⓜ Nividous Bots can be deployed on-demand to share immediate information with patients

## Benefits



Data accuracy



Increased efficiency



Improved data auditability

## Processes automated

- Ⓜ **Claims eligibility check**
- Ⓜ Claims verifications and submissions
- Ⓜ Patient appointment scheduling
- Ⓜ Data migration
- Ⓜ Report automation
- Ⓜ New stores and employee onboarding
- Ⓜ Price change management

RPA-enabled process automation for patients' benefits eligibility check has proved to be highly effective. Patients have better visibility into claiming their due benefits, and our team can know such information in advance to upsell relevant services/products to the customer who walks into the store with a prior appointment.

Chief Information Officer  
*A Leading Eyecare Group*

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