

Intelligent Automation for Patient Data Extraction, Review, and Claim Submissions for a Leader in Specialty Healthcare

Organization

The customer is a leading specialty care management company with an exclusive focus on cancer and cardiac care. The company focuses on transformation of the delivery of oncology and cardiovascular care by aligning healthcare payers and specialty providers with smart technology, clinical data analytics, and deep clinical expertise.

Challenges

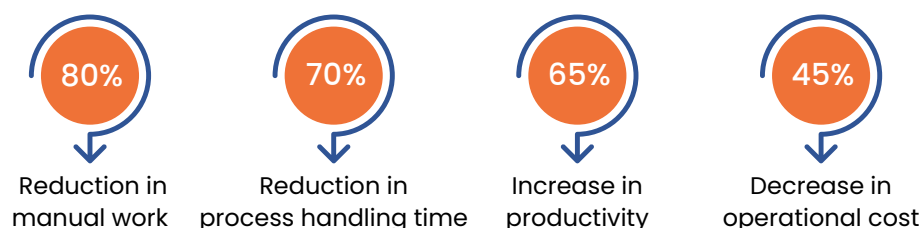
A desire to improve patient experience drove this client to review the potential to transform its back-office operations. Disconnected systems required a 'Swivel-Chair' solution in order to manage patient data.

- More than ten employees were required to manually extract and review patients' data
- Documents received by fax or scan were highly unstructured, unclear and sometimes illegible
- Due to diverse document structures, no fixed extraction template existed
- Documents received in bundled PDFs, causing delays in processing and client communication
- High probability of errors, omission of required data and associated claims rejection
- Delayed payments due to a backlog of claims filing

Solution

Within two weeks, the Nividous team developed and deployed Nividous Bots with cognitive capabilities to automate end-to-end data extraction, review, and claim submission process.

Benefits



Processes automated

- Patient data extraction
- Patient data review
- Patient claim submission

Industry

Healthcare

Manual management of unstructured data was significantly delaying our claim submission process. Nividous Bots automated the data extraction, review, and claims submission tasks, enabling a reduction in a process handling time by 70%. We are glad that our staff can now focus on more productive tasks.

COO

A Leader in Specialty Healthcare

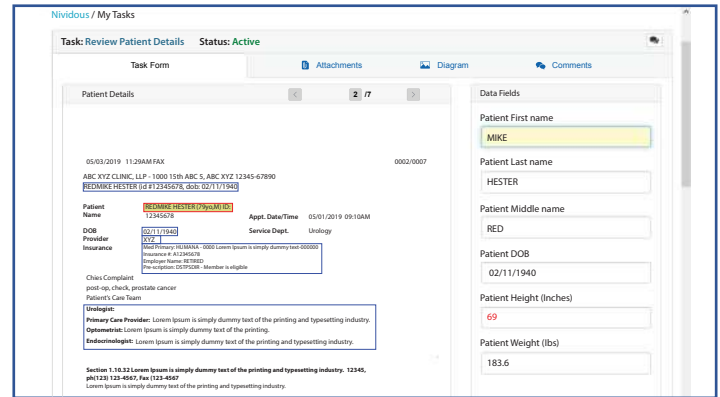
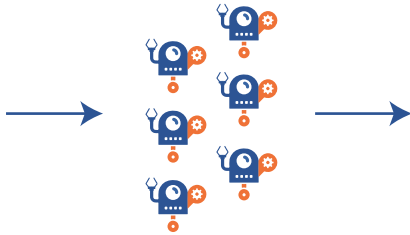
For more information on how healthcare professionals use Nividous platform visit:
<https://nividous.com/case-studies#healthcare>

Automated Data Extraction

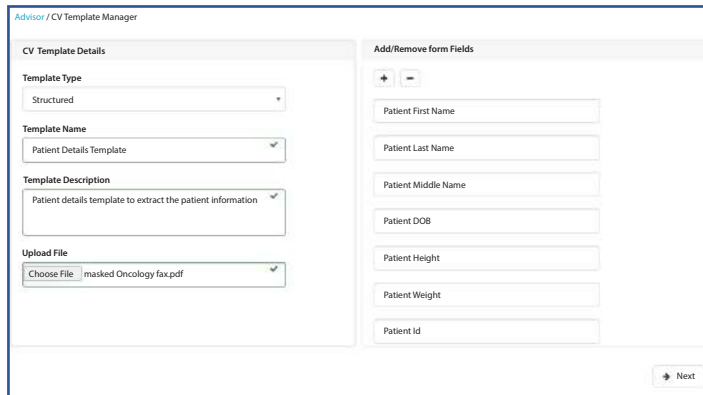
- 🤖 Scheduled Bots retrieve PDF documents from central location
- 🤖 Bots intelligently detect and split patient data from bundled PDF using advanced Computer Vision and Machine Learning capabilities
- 🤖 Bots automatically identify, extract and update required data from documents utilizing cognitive capabilities

Intuitive, Assisted Data Review and Claim Submission


**Bundled Documents
on Patients Records**



Intuitive Interface for Human Review



- 🤖 Intuitive configuration for extracting structured/unstructured data using advanced Computer Vision and Machine Learning concepts
- 🤖 Advanced Bot-Human orchestration, enabled by Nividous platform, created human review tasks for extracted details
- 🤖 User review tasks include intuitive user interface for check and correct
- 🤖 Upon completion of human review, Nividous Bots submit claims to payer websites

Empowerment through Accuracy and Data Visibility

- 🤖 Nividous Control Center dashboard provides visual statistics including accuracy by document type, and accuracy by insurance provider
- 🤖 Auto-generated reports can be customized and allow drill-down from dashboard into detailed report view

