Healthcare Major achieves 100% Digitization of their Invoicing Process with 97% Accuracy

CLIENT PROFILE

This Hospital and Medical Research Institute is India's one of the most advanced tertiary care facilities. The hospital is designed to raise India's global standing as a healthcare hub, with emphasis on excellence in clinical services, diagnostic facilities and research.

They are one of the very few hospitals in India with Full Time Specialist System (FTSS) ensuring easy availability and access to dedicated specialists exclusively attached to this hospital. The hospital uses Protocol and Care Pathway based treatment models to ensure the best outcomes for patients.

The hospital is a 750 beds facility with more than 140 OPD Clinics, Diagnostics & Day Care Services

THEIR CHALLENGES

Due to the nature of our customer's business, they used to deal with operational inefficiencies in their voluminous, time-consuming process of invoicing.

Following are some of the associated challenges that they faced:

➤ Lack of resource with AR knowledge to work on the AR Accounts receivable invoicing and reconciliation process.

➤ Time consuming activities as the employee has to visit different web portals in order to fetch the invoice details like payments/denials/partial payments.

➤ Manual key-in process for all the required data in the SAP application.

➤ Multiple resources being involved in various upstream steps of invoicing process caused delays and miscommunication.

➤ Multiple sources of data with multiple data points were required to initiate the Invoicing process which resulted in wrong interpretation of invoice figures, etc.

➤ Due to volumes of emails, email data source was being frequently missed from Invoicing process that resulted in invoice delays thus causing financial loss and payment delays.

➤ High dependency on key resources with full knowledge of the Invoicing Process.

➤ Delays in invoicing process happened due to vacation/ leave of key resource/s.

➤ Actual time taken to process a single invoice was lengthy.

➤ This process was taking up lot of paper/ physical activities of signature / storage / filing, etc.

OUR SOLUTION

Perpetuuiti deployed **cognitive-RPA based on Perpetuuiti's Av3ar AI-RPA Platform** to digitize the entire invoicing process for the client. Following are the solution steps involved:

➤ Av3ar downloads the outstanding AR report from the SAP application.

➤ Av3ar iBoT logs in to the TPA vendor web portal to verify the payment details.

➤ iBoT tries to identify the exact match by using the claim number/ medical record number for the exact patient.

➤ Av3ar automation expert then validates the date of service/ provider's name and the amount outstanding with the downloaded report.

➤ Av3ar automation expert captures the paid amount and stores it in the DBS.

➤ Av3ar iBoT finally logins to the SAP and find the right patient and enters the extracted/captured data in the SAP application and performs the reconciliation.

➤ Any exception in the numbers will be kept in an exception folder for process owner's sign off.

➤ Post sign off iBoT enters the approved data in the SAP system.

Perpetuuiti
Resilience Redefined...

RESULTS AND BENEFITS TO BUSINESS

➤ The outcome was stupendous as a huge number of unnecessary steps were eliminated and Straight through Processing (STP) of Invoices was achieved.

➤ The time taken to process a single Invoice right from time of the request to the time it is raised to the customer came down drastically.

➤ Knowledge as of now is not dependent on any single resource, but on a transparent organizational platform with ready access to all stakeholders.

➤ Accuracy of all raised Invoices jumped to 97%.

➤ Automatic alerts are raised on exception cases to the process owner.

➤ Multiple sources of data were eliminated and streamlined to ensure demand-based Invoicing.

➤ Monthly FTE requirement was brought down considerably as no-to-minimal human intervention is now required to run the entire process.

100%	**24X7**	**97%**	**70%**
PROCESS AUTOMATION ACHIEVEMENT	EXECUTION OF INVOICING PROCESS	ACCURACY IN RAISED INVOICES	REDUCTION IN MANPOWER COSTS

READY FOR YOUR OWN SUCCESS STORY?

Get in touch with our automation experts and learn how you can fast-track your digital transformation initiatives.

✉ mktg@ptechnosoft.com   📞 +91 - 020 - 6687 8300

About Perpetuuiti

Perpetuuiti empowers people and businesses alike. We deliver the world's most-comprehensive and urbane automation platforms making work more human. Our platforms deliver leading-edge automation solutions for modernizing resiliency management, and turbocharging the performance of your applications, IT and business operations at speed and scale to drive exponential efficiencies.

For more information, visit **www.ptechnosoft.com**

Perpetuuiti
Resilience Redefined...