

Revolutionize suspension handling

Automate pending claims
for maximum efficiency
claims processing

Faster, smarter pending claims processing

Manually reviewing pending claims is time-consuming and costly. UiPath automates the process with AI-powered automation that extracts, validates, and processes claims data, reduces delays and minimizes errors. By automating routine reviews and escalating only complex cases to human experts, payers can accelerate claim resolution, improve accuracy, and reduce administrative costs—leading to reduced claims aging and accurate accumulators.

Systems orchestrated:

- Claims processing & adjudication systems
- Workflow & case management systems
- Provider & member portals
- Payment integrity & fraud detection systems
- Eligibility & benefits Verification systems
- Medical review & clinical decision support systems
- Electronic data interchange (EDI) & clearinghouses
- Document management

The benefits of AI-powered automation



Speed & efficiency

Automate routine reviews to reduce claim backlogs and accelerate resolution times.



Intelligent decision-making

Use AI-powered automation to analyze claim data, apply business rules, and escalate only complex cases.



Cost reduction

Minimize manual effort and operational costs by automating repetitive claim review tasks.



Scalability

Handle all common pending reasons across all lines of business, increasing claim volumes efficiently without additional staffing.



Seamless integration

Connect with third party solutions, downstream applications, and portals to automate workflows without disruption.

Evolution of claims suspension handling with AI-powered automation

Whether your pended claims process is fully manual or partially automated, you can do more with UiPath. Use the chart below to benchmark your progress and discover the technology that can support your automation journey.

Manual



Utilizing RPA

RPA uses claims suspension reasons to initiate outreach to providers, 3rd parties and members for needed data (e.g., charts, notes, test results). RPA automates the selection of claims to be audited and retrieves claims information from claims management system.



Utilizing RPA and IDP

RPA & IDP monitor receipt of requested data, identify document types and organize files for employee review. IDP builds and emails notification of results once resubmission results are determined. It then organizes audit information and builds findings report.



Utilizing agentic automation

Agentic automation reviews received data and builds a resubmission recommendation (based on suspension reasons) for employee review. Resubmits claim based on employee review.



Manual effort: Automation: Employee review (if needed):

RPA - Robotic Process Automation
IDP - Intelligent Document Processing

Why UiPath?

UiPath delivers intelligent automation and AI-driven decision-making to streamline pended claims review, reducing manual intervention while increasing speed, accuracy, and compliance.

With Robotic Process Automation (RPA), bots can extract, validate, and process claims data, eliminating backlogs and accelerating resolution.

Agentic automation provides AI-powered digital workers to analyze claim discrepancies, apply business rules, and escalate complex cases when human expertise is needed—maximizing efficiency without sacrificing accuracy.

By orchestrating seamless handoffs between bots and human agents, UiPath ensures that payers process claims faster, reduce operational costs, and enhance member and provider satisfaction.

With end-to-end automation, AI-driven insights, and scalable workflows, UiPath is the optimal solution for automating pended claims, improving adjudication accuracy, and unlocking new levels of operational excellence for payers. reduces operational costs—making it the ideal choice for payers looking to modernize claims auditing at scale.

Ready to take the next steps?

[Contact us](#) to get started with AI-powered suspension handling today.

