Boost enrollment accuracy & speed

Leverage AI-powered automation to ensure seamless enrollment experiences

Transform enrollment fallout

UiPath automation transforms enrollment fallout for healthcare payers by streamlining member data processing, reducing manual errors, and accelerating enrollment cycle times.

By automating key tasks, such as eligibility verification, data validation, and system updates, payers can improve accuracy, enhance compliance, and reduce administrative costs.

Automation-driven efficiency not only optimizes workforce productivity but also ensures a seamless enrollment experience for members and employer groups, ultimately driving higher satisfaction and operational excellence.

Midsize healthcare payer

$4M+
Opportunity to bring enrollment operations in-house

95%+
Straight-through processing rates

Systems orchestrated:

- Membership systems
- Customer relationship management (CRM) system
- Document management
- Group & member portals
- Third-party vendor systems
- CMS / Medicaid files

The benefits of AI-powered automation

Eliminate manual data entry
Automatically extract, validate, and input data into various systems. Leverage optical character recognition (OCR) and other AI-powered capabilities, to process and convert paper forms, scanned documents, and digital files into structured data and EDI834 format.

Improve data accuracy & consistency
Automating data extraction, validation, and processing ensures the data entered into systems is accurate and consistent. Information is cross-checked against eligibility databases or other relevant systems to verify accuracy.

Integrate fragmented systems
UiPath integrates seamlessly with both legacy and modern systems, breaking down silos and improving data flow. Data is automatically synced across platforms, ensuring consistency and reducing the risk of errors due to disparate systems.
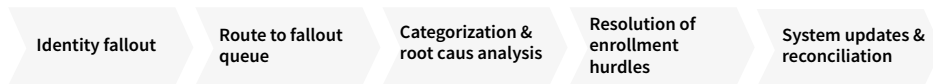
Streamlined communication & notifications
UiPath can automate communication with members, brokers, and other stakeholders through email, text messages, or other channels. Automated notifications can be sent for document submission reminders, status updates, or enrollment confirmations.

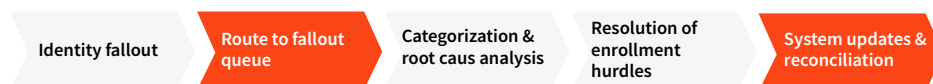# Evolution of enrollment fallout with AI-powered automation

Whether your enrollment fallout processes are 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

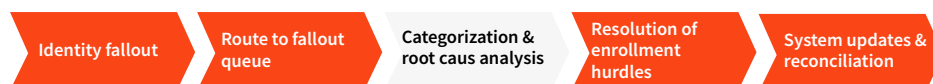| Identity fallout | Route to fallout queue | Categorization & root caus analysis | Resolution of enrollment hurdles | System updates & reconciliation |

Utilizing RPA

RPA routes potential fallout profiles to the correct queue / group for resolution. Updates / synchronizes multiple systems based on resolution of potential fallout issue.

| Identity fallout | Route to fallout queue | Categorization & root caus analysis | Resolution of enrollment hurdles | System updates & reconciliation |

Utilizing RPA and IDP

RPA & IDP scans enrollment forms, extracts data and validates eligibility. Cross-verify data with employer records, Medicaid/Medicare, and ACA exchanges. Sends emails to applicant for needed data.

| Identity fallout | Route to fallout queue | Categorization & root caus analysis | Resolution of enrollment hurdles | System updates & reconciliation |

Utilizing agentic automation

Agentic Automation ensures data accuracy by cross-validating information against existing records or external databases. Provides recommendation of fallout resolutions to employee (if needed). Builds models to predict future enrollment fallout.

| Identity fallout | Route to fallout queue | Categorization & root caus analysis | Resolution of enrollment hurdles | System updates & reconciliation |

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

RPA - Robotic Process Automation
IDP - Intelligent Document Processing

Why UiPath?

UiPath is the leading automation platform for transforming and modernizing member enrollment processes. By leveraging robust automation capabilities, payers can achieve greater efficiency, accuracy, and compliance while delivering a better experience for members.

With UiPath, payers can scale their operations, reduce costs, and improve the overall effectiveness of their enrollment workflows, positioning them for long-term success in the evolving healthcare landscape.

Ready to take the next steps?

Contact us to get started with AI-powered enrollment fallout processes today.

Ui|Path®

Agentic automation