

Revolutionize coordination of benefits (COB)

Drive efficiency and accuracy with AI-powered automation

Process claims correctly the first time

Streamline data validation, reduce manual errors, and accelerate the identification of primary and secondary coverage. By automating key tasks, such as eligibility checks, member data reconciliation, and claims processing updates, payers can improve accuracy, ensure compliance, and minimize payment delays or overpayments.

AI-powered automation optimizes resource allocation, reduces administrative costs, and enhances the member experience by ensuring claims are processed correctly the first time.

Systems impacted:

- Claims processing & adjudication systems
- Customer relationship management (CRM) system
- Document management
- Member portals
- Workflow management systems
- Case management systems
- Communication systems (email, SMS, IVR)
- Payment systems
- Claims audit automations

The benefits of AI-powered automation



Improve recovery & cost avoidance

Automatically detect and prioritize cases where your plan is secondary. Trigger real-time validations with external sources, like CMS and commercial databases.



Faster cycle times

Auto-initiate COB investigations based on triggers. Reduce backlogs and delays in claim adjudication, resulting in accelerated throughput, faster provider payments, and improved relationships.



Reduce manual workload

Extract and classify COB indicators using AI/NLP from forms, faxes, or call logs. Automatically update member records across systems.



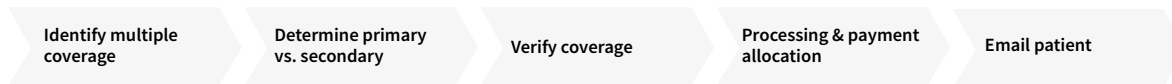
Improve compliance & audit readiness

Maintain full audit trails for every automated COB decision or update, ensure alignment with CMS and NAIC guidelines.

Evolution of coordination of benefits with AI-powered automation

Whether your coordination of benefits 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



Utilizing RPA

RPA uses standard COB rules to determine primary and secondary payer. It uses external databases (e.g., COB Smart, payer portals) to retrieve coverage details from other insurers.



Utilizing RPA and IDP

RPA & IDP scan enrollment forms, extract data, and validate eligibility. They cross-verify data with employer records, Medicaid/Medicare, and ACA exchanges. They send emails to the member with payment details.



Utilizing agentic automation

Agentic automation detects adjudication errors (e.g., duplicate payments) and uses predictive models to optimize payment schedules. It provides recommendations to employees when exceptions are found.



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

RPA - Robotic Process Automation
IDP - Intelligent Document Processing

Why UiPath?

UiPath offers a comprehensive, scalable, and intelligent solution. The combination of RPA, AI, and real-time monitoring capabilities provides payers with the tools they need to improve accuracy, reduce operational costs, comply with regulations, and enhance member satisfaction. With its proven ability to integrate seamlessly with existing systems,

UiPath enables payers to automate COB processing at scale while addressing the complex challenges that come with managing multiple insurers and plans. UiPath is widely adopted by Payers due to its ability to layer on top of existing technology systems.

Ready to take the next steps?

Contact us to get started with AI-powered coordination of benefits today.

UiPath[®]
Agentic automation