UiPath®
Agentic automation

Recapture revenue and prevent denials

Proactively eliminate claim denials and maximize reimbursements with intelligent automation

Put proactive denials management into practice

Manual processes for managing denials are time-consuming, error-prone, and delay reimbursements. Without automation and real-time insights, healthcare organizations struggle to reduce denial rates, prioritize high-value claims, and accelerate cash flow.

The UiPath platform analyzes denial patterns in real time, automates appeals, and reduces write-offs by prioritizing high-value claims. It integrates across all EHR systems to correct coding errors pre-submission, boosting clean claims and accelerating cash flow.

Real-time analytics provide actionable insights into denial trends, enabling organizations to proactively address root causes and further optimize the revenue cycle.

Large U.S. Healthcare Organization

$14M
Reduction in bad debt

3 days
Reduction in days AR

Systems impacted:

- RCM software
- Billing systems
- Insurance portals

The benefits of AI-powered automation

Accelerated appeals resolution
RPA and AI can quickly analyze data, identify the root cause of denials, and automate the creation of appeal letters, reducing the time spent on appeals.

Increased revenue
AI and automation can reduce denials by up to 30%, enhancing financial performance.

Enhanced patient experience & loyalty
Effective denial management reduces frustration caused by denied claims, ensuring patients receive timely care and clear communication.
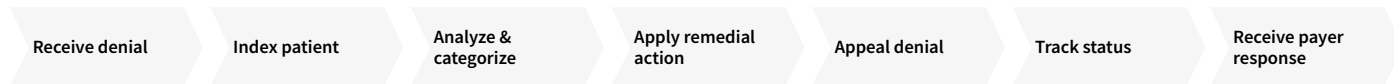
Improved accuracy
AI powered RPA tools ensure compliance with regulations, minimizing coding errors.

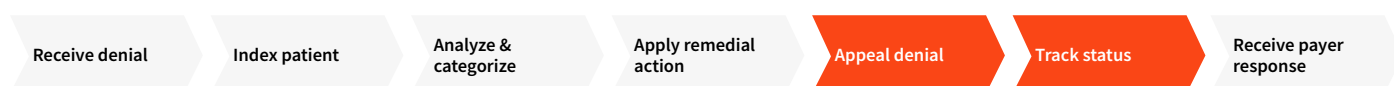# Evolution of denials management with AI-powered automation

Whether your denials management 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

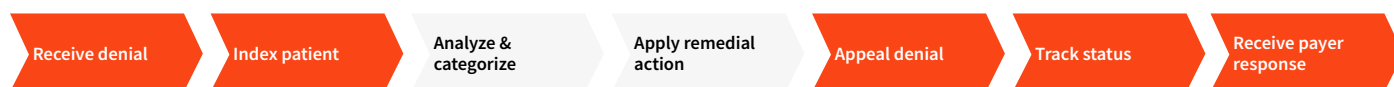| Receive denial | Index patient | Analyze & categorize | Apply remedial action | Appeal denial | Track status | Receive payer response |

Utilizing RPA

RPA initiates the appeal by entering appeals information into a payer portal or third-party interface. Tracks Appeal Status via payer portals.

| Receive denial | Index patient | Analyze & categorize | Apply remedial action | **Appeal denial** | **Track status** | Receive payer response |

Utilizing RPA and IDP

RPA & IDP receives a denial via payer fax or EDI. Extracts denial reason. Updates claim status in the patient's record and creates a case to appeal the denial. Receives appeal results and performs updates to needed systems.

| **Receive denial** | **Index patient** | Analyze & categorize | Apply remedial action | **Appeal denial** | **Track status** | **Receive payer response** |

Utilizing agentic automation

Agentic automation and medical record summarization (MRS) identify the information required to resolve the denial (based on denial code). Supporting documentation is collected and organized for employee review.

| **Receive denial** | **Index patient** | **Analyze & categorize** | **Apply remedial action** | **Appeal denial** | **Track status** | **Receive payer response** |

Manual effort: ▱   Automation: ▰   Employee review (if needed): ⊙

RPA - Robotic Process Automation
IDP - Intelligent Document Processing
MRS - Medical Record Summarization

Why UiPath?

As the world moves into an agentic future, the UiPath Platform™ enables AI agents, robots, people, and models to work together harmoniously to revolutionize healthcare. Create a new reality for denials management with:

Integration capabilities: UiPath integrates well with existing RCM systems for seamless automation.

Advanced automation and AI: UiPath offers sophisticated RPA and AI tools integrating complex processes across multiple systems.

Enterprise capabilities: UiPath's enterprise system supports large-scale automation projects.

Medical record summarization capabilities: Accurate summaries streamline the review of medical necessity and documentation, reducing errors that lead to denials and expediting appeals.

Ready to take the next steps?

Contact us to get started with AI-powered suspension handling today.

Ui|Path®

Agentic automation