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Appian RPA: A Key Capability in Your Automation Toolbox

The need for automation and real-time information has never been greater for healthcare organizations. Robotic process automation (RPA) is quickly becoming a major component for healthcare providers around the world both for standard care and now also for care related to the COVID-19 pandemic. In fact, analyst firm Gartner predicts that within the next three years, 50% of US healthcare providers will invest in RPA.[1]

As productivity requirements rise and healthcare organizations face an expanding backlog of integration needs, RPA can be strategically implemented to automate repetitive tasks and connect systems to simplify healthcare delivery, eliminate data silos, and improve patient outcomes.

Appian RPA healthcare applications.

- Provider enrollment, onboarding, and configuration: Automates credential verification lookups.

- Billing management and claims status automation: Integrates payer claims status systems to automatically return a status on unpaid claims.

- Member enrollment, onboarding and maintenance: Automates member data verification, system updates, and maintenance tasks.

- Claims status automation: Enables digital works to check on claims status and notify stakeholders of status.

- Claims modernization: Automation claims triage, queuing, and routing using sophisticated criteria.

- Clinician onboarding and credentialing management: Enables recruiters and hiring managers to quickly route and verify clinician licensure.

- External physical referral management: Appropriately triage patient referrals based on diagnosis, geographic proximity, and clinical quality indicators.

- Invoice approvals tracking: Rapidly automate and route inbound invoices for payment to ensure late charges; do not accrue.

Connct robots into any broader business process.

Deploy and monitor bots from any device.

Bring humans into the loop to handle robot exceptions.

Analyze value and impact of all bot processes.

1.	Gartner, "Gartner Says 50% of U.S. Healthcare Providers Will Invest in RPA in the Next Three Years." May 21, 2020.This is header 1 text.

Appian RPA is a cloud-native technology for robotic task automation that increases efficiency, reduces data errors, and lowers costs. Appian RPA is part of Appian complete automation, which combines RPA, workflow, decision rules, AI, and case management, giving healthcare organizations the right technology for the right use case—so providers can spend more time serving patients and less time in front of a screen.

Appian RPA key features.

- **Powerful governance:** Centrally manage, monitor, and deploy bots across the organization to increase scale and performance.

- **Secure, cloud RPA:** Simplify access and adoption of RPA across Appian globally available and highly secure cloud.

- **Dynamic exception handling:** Best-in-class human-in-the-loop capabilities to handle exceptions and ad hoc activities.

- **Robust java development:** Provide developers greater control to create sophisticated bots that can handle even the most complicated tasks.

- **Deployment flexibility:** Create unlimited bots and deploy in both Windows and Linux environments, optimizing the cost of operating a digital workforce.

- **Detailed audit trails:** Complete visibility into every RPA process and action for control and optimization of your digital workforce.

- **Self-service execution:** Bots can be executed on-demand, providing increased productivity for business users and greater ROI for your organization.

- **End-to-end automation:** Powerful process orchestration, exception-handling, and integration capabilities enable end-to-end business process automation—and bigger business impact.

- **Optimize business processes and identify process improvement opportunities:** Analyze robot and process data to uncover bottlenecks or identify digital workforce optimization opportunities.

- **Centrally manage all automation:** With Appian RPA, you also receive Automation Planner and Control Center – manage Appian RPA bots and process automations across the enterprise.

Appian gives us a powerful platform to rapidly combine data with process in business apps that drive better decisions, easier collaboration, and faster response.

Senior Executive,
leading North American healthcare insurer

Visit appian.com/RPA to learn more.