



Kofax Kapow for Healthcare

One of the primary challenges facing healthcare organizations around the world is managing and processing information spread across many internal and external sources, including internal applications, partner and supplier portals, and public websites. Integration across these systems is often complex and most healthcare organizations still use labor-intensive, manual processes to manage information.

Finally, there is a solution that automates manual, repetitive, information-driven processes where data and electronic documents need to be accessed and acted on as part of critical business processes. Kofax Kapow is an information integration and robotic process automation platform that integrates multiple EMRs, partner ecosystems, finance and accounting systems, and payer portals without complex coding.

Enabling healthcare organizations to:

- ▶ Automate eligibility requests to access information for better communication to providers and patients
- ▶ Automate claims status requests to access information for better revenue cycle management
- ▶ Automate service reviews to spot questionable billing practices, increase accuracy with claims processing and identification of potential case management patient

Success Story:

Efficiently verifying health insurance eligibility

A nationwide leader in medical supply distribution was struggling to verify health insurance eligibility for potential customers due to highly manual processes. Millions of dollars of insurance denials were the result. With robotic process automation, the medical supply distributor now automates the retrieval of client coverage data from insurer web portal sites, catching potential eligibility issues early while meeting the customer response times mandated by their service level agreement. The Insight platform provides the Yale Pathology team with:

Saved \$1 million annually

Robotic process automation helped this company verify thousands of patients' insurance eligibility daily while saving \$1 million annually.

Additional benefits:

- ▶ Automatically acquire and integrate data from websites, portals, and applications into systems for easier processing and insight into decisions
- ▶ Release human workers from repetitive tasks so they can apply their skills to scenarios that require a human touch
- ▶ Eliminate drain on budget and human resources, infusing speed, intelligence, efficiency and quality into processes
- ▶ Deploy software robots to new process activities as business needs and priorities change without months of development

To learn about how Kapow can help with your next integration and robotic process automation project, visit kofax.com.