

CASE STUDY

AccentCare streamlines health care and **improves patient outcomes** through automation.

Organization profile

AccentCare is a national post-acute health care provider with over 50 years of industry experience.

Results

337K

Records processed

\$100K

Savings in the first year

5.6

FTE annual savings

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337,000 faxes would've had to be manually sent. One simple use case has provided tons of value.

Jason Woodward

Director Enterprise Automation





Challenge

With most of its workforce on the front lines, AccentCare operates with only a small administrative staff. As the company continues to grow through acquisitions, it expects to deliver the highest levels of patient care. But, management acknowledges that the resulting administrative burden would become too much for the small staff to bear, and business would suffer as a result.

Solution

Intelligent automation was a perfect solution to support the manual administrative work associated with medical records and business acquisitions. Automation became an essential tool not only to keep up with back-office tasks but also to generate substantial cost savings.

Processes automated

- Medical records
- Patient transitions
- Illinois eligibility contract obligations
- Electronic visit verification 100A
- Electronic visit verification 100B



A major reason we chose Automation Anywhere is the lack of barriers to entry. It's excellent for that.

Jason Woodward

Director Enterprise
Automation

The whole story

AccentCare's intelligent automation strategy was to crawl before running. The company first focused on high-touch manual tasks and rules-based processes before attacking anything more complex.

One of these high-touch manual use cases that returned extremely high value for the company involved patient transitions. New business acquisitions required the migration of records for thousands of new patients. That required manual data entry for an immense amount of patient information: who their clinician is, what medications they are taking, what the dosage of those medications is, etc. Instead, AccentCare automated the process, migrating records for 10,000 patients and saving the company \$100,000.

Another valuable use case involved the verification of patient eligibility. The State of Illinois, one of 31 states where AccentCare operates, required contractually that members of a certain population must be validated monthly for eligibility. The company developed an automation that checks an external website, validates who is eligible from their patient roster, references an Excel spreadsheet, and generates an exception file for anyone who has become ineligible. From there, a team can take the next steps. In this case, the automation's value wasn't necessarily rooted in cost savings or FTEs. Instead, AccentCare benefited from expedited compliance with contractual obligations.

These and similar use cases have generated significant ROI and momentum behind AccentCare's automation program. The company is now well-positioned to scale its efforts throughout the organization.

The future

Up next, AccentCare plans to expand automations into new business units like finance and HR. These initiatives will build operational dashboards for key stakeholders to easily reference automation metrics. AccentCare also plans to re-platform legacy automations onto the Automation Success Platform to ensure long-term stability and consolidate all processes onto one platform for streamlined support and functionality. With increased interest in these intelligent automations, the company is eager to integrate AARI and launch a citizen developer program for business users to become more involved.

About Automation Anywhere

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