



CASE STUDY

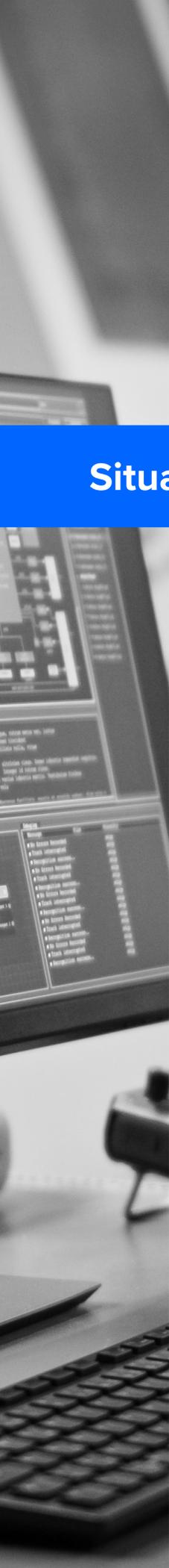
HEALTHCARE SOLUTIONS PROVIDER RESOLVES DELIVERY CHALLENGE WITH AUTOMATION

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Situation

A leading healthcare provider of technology solutions, vital to the administration and operations of health and human services, was facing a major delivery challenge regarding capitation payments for Medicaid members in Kansas.

In March 2022, the customer was scheduled to go live with payment services, but 27 processing gaps were identified right before the scheduled contract inception. With just a few weeks ahead of delivery, the processing gaps could not be programmatically or manually resolved.

Even with manual correction, the volume of work to be done risked missing a 24-hour processing requirement per the Service Level Agreement (SLA). The impact of missed SLA's and delayed payments could result in customer financial penalties from the State. In addition, the customer was concerned about reputation risk for other state contracts involving over 50 million Medicaid members. A vital need arose for the implementation of an automation solution to accelerate processing within a two-week timeframe.

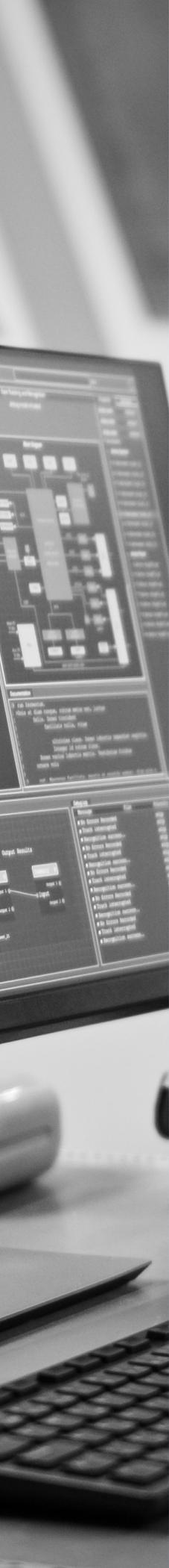
Strategy

System Soft provided a team of Robotic Process Automation (RPA) and healthcare experts to assess the need and proposed an automated solution that involved:

- Development of requirements for automating the remediation of 27 EEC error codes
- Use of an agile methodology to enable overlapping deliveries targeting an April 4 rollout while allowing for continued deliveries thereafter
- Establishment of an automation and healthcare team within 4 weeks
- A time and materials engagement approach

Solution and Deliverables

A prioritized backlog of EEC error codes was created for the State's capitation processes, aligned to the SLA risks, in advance of the iterative development. In addition:



- All RPA solutions were designed and delivered to align with the existing RPA environment and their technology roadmap.
- Customer standards were adopted to ensure compatibility and transfer of ownership.
- Deliverables for each RPA solution included:
 - Process Definition Document (PDD), including Use Cases, and As-Is and To-Be business process flows
 - Solution Design Document (SDD), including reference architecture, designs, & integrations as per customer's standards
 - Associated runbook and automation files
- Knowledge transfer was conducted with the customer's team for the completed work at the end of the engagement.
- A total of 28 RPA bots were delivered:
 - 20 production automations (one for each error code)
 - 7 automations requiring testing (once data was available)
 - 1 automation for Consolidated Report generation

As an added value, System Soft designed, developed, and deployed an automated reporting facility that provided reports generated by individual users and consolidated into a single view sent via email daily. The customer was confident in proceeding with the release. System Soft was able to automate the manual processes to resolve the anticipated processing errors within the state's capitation delivery timeline, as well as additional errors discovered during the remediation process. Our team successfully remediated and automated the processes by the April 4 deadline and did so under budget.

Outcome

As a result, the manual effort to remediate the error codes was reduced up to 90% from an average of 5 minutes to just 30 seconds. The cost per automation was reduced, averaging \$5,500 with a delivery of 4 RPAs per week.

Conclusion

System Soft's RPA experts design complete, smart solutions across the Intelligent automation spectrum, equipping your business with the most flexible and scalable technology. Leveraging intelligent automation and analytics fueled by machine learning you can drive more efficient operational ratios and member services. A trusted partner like System Soft offers fast, flexible, and cost-effective digital transformation services. We prioritize process execution optimization, operational efficiency and cost model development to deliver unmatched user experience and customer satisfaction.

[Contact us to learn more.](#)

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