



Smart decisions. Lasting value.™

The Autonomous Business Office



Topics for Discussion

- What is “Autonomous” ...?
- The economics of Autonomous things in Healthcare
- Key components of an Autonomous Business Office
- Employee engagement, impact and upskilling
- Autonomous operating environment
- Questions

What is
“AUTONOMOUS”
for your purposes?



AUTOMATION

the use of largely automatic equipment in a system of manufacturing or other production process.

AUTOMATE

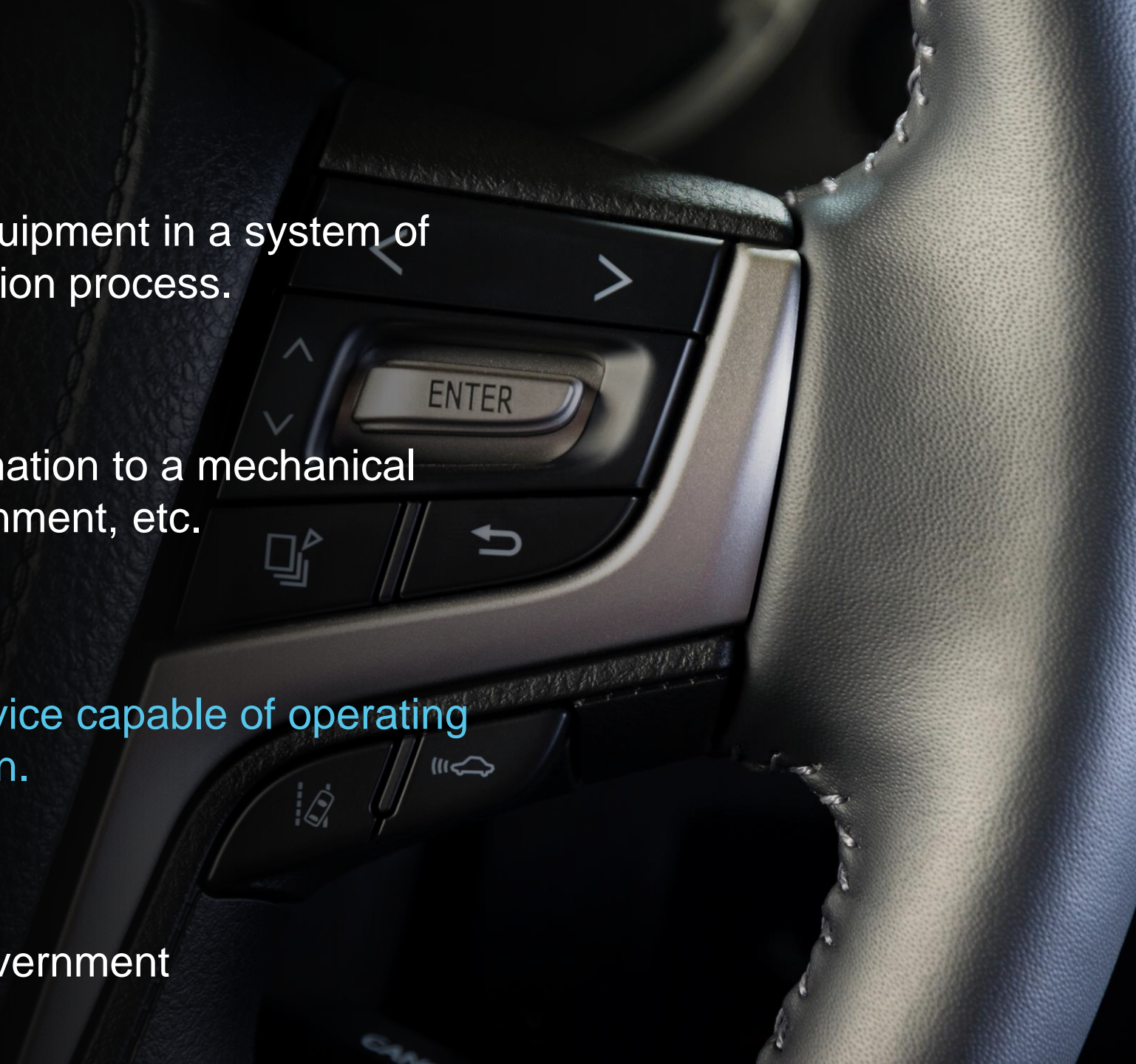
to apply the principles of automation to a mechanical process, industry, office environment, etc.

AUTONOMOUS

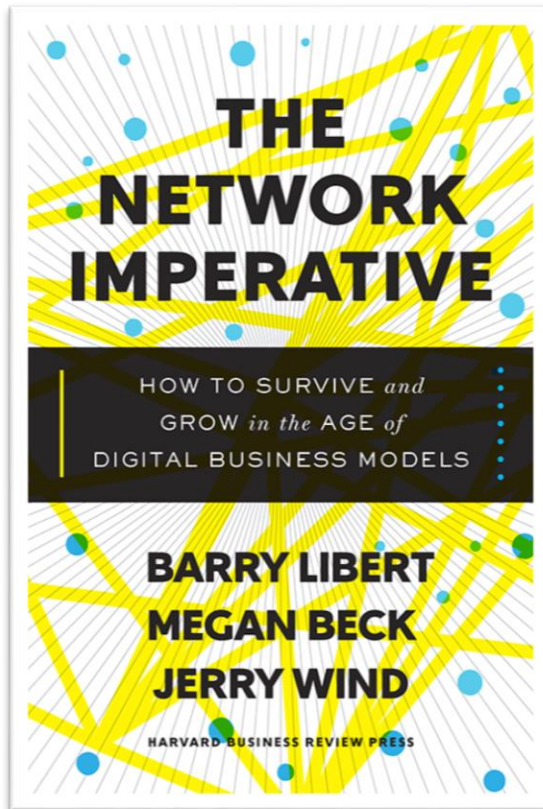
denoting or performed by a device capable of operating without direct human interaction.

AUTONOMY

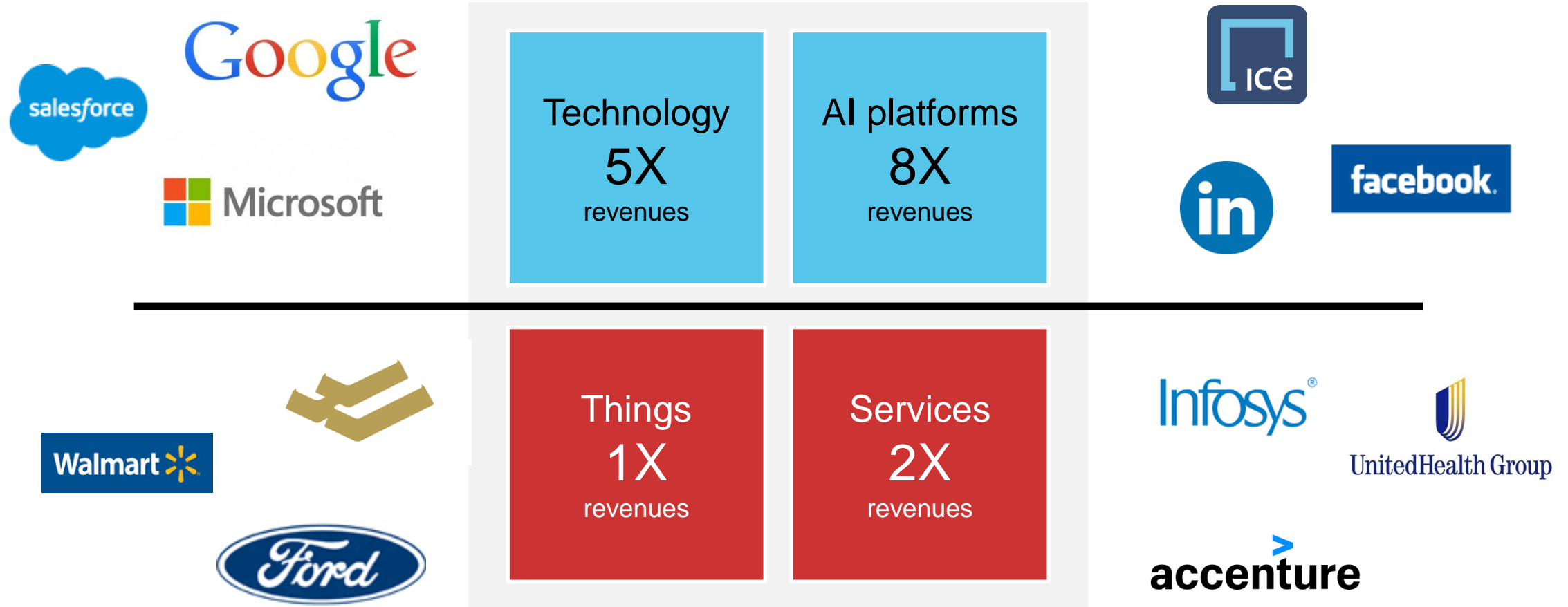
the right or condition of self-government



Transfer of wealth



Different business models, different valuations





Poll

What do you think will be the greatest impact of automation in healthcare (non-clinical) operations?

- FTE reduction
- Focusing employees on higher complexity tasks
- Standardization of processes
- Adopting industry best (vs. our best) processes

“Leadership requires two things:
a vision of the world that
does not yet exist,
and the ability to
communicate it.”





The future of the revenue cycle

Social networks (Facebook, Instagram)

Communication by text (vs. email)

Same (or next) day free delivery

Wearables (Fitbit, AppleWatch)

Alerts set on your phone

"One click" purchase

Netflix (on demand)

"Push" content



Current “data-rich” AI penetration in Healthcare is low



Then ...

PAYCHECK		AnyBusiness, Anytown, USA	2004
PAY TO THE ORDER OF		Valued Employee	\$ 445.55
Four Hundred Fortyfive and 55 cents		Dollars	
Weekly Hours:	40		
Total Overtime:	12		
Total Hours:	52		
		AnyBusiness	
: 000000000000 :XXXXXXXXXX			



Now ...

AUTOMATED

Poll

Who do you think will gain the most from an autonomous environment?

- Large (> 10 hospitals) health systems
- Smaller (< 8 hospitals) health systems
- Physician practice management organizations
- All of the above

Does anyone
think that the
business office
of the future will
NOT
be automated
...?



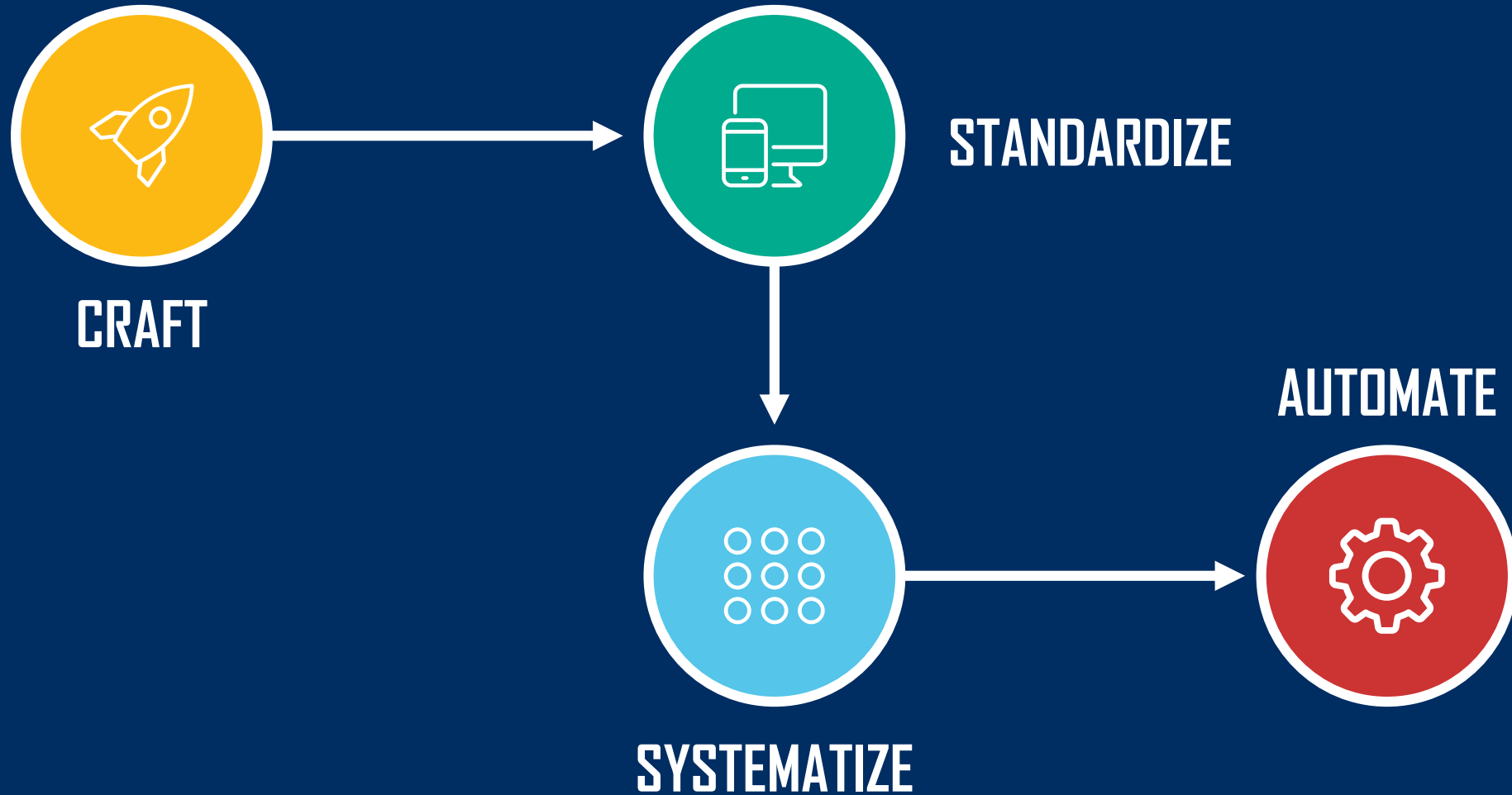


CBO

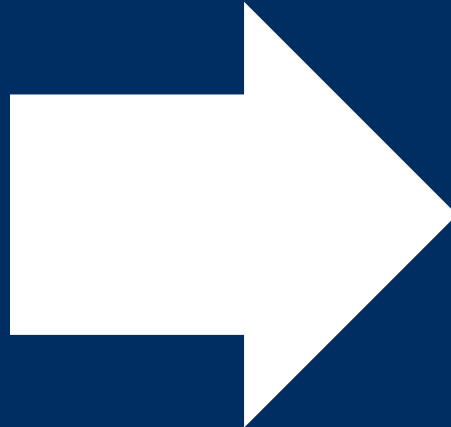
EBO

ABO

It's a JOURNEY to Automation...



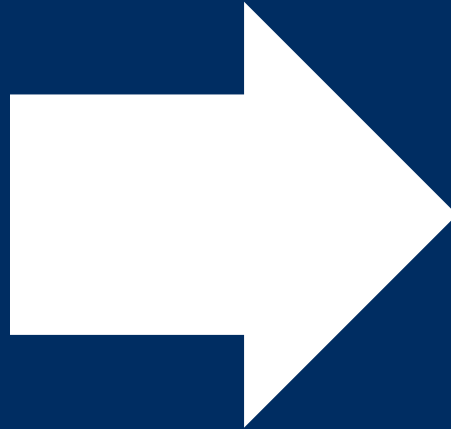
REVENUE CYCLE CURRENT



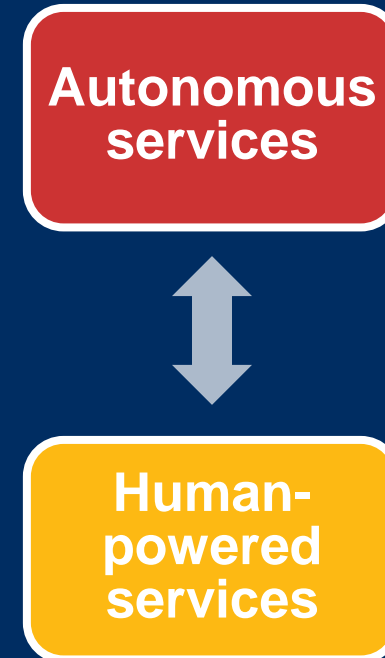
REVENUE CYCLE FUTURE



REVENUE CYCLE CURRENT



REVENUE CYCLE FUTURE






Poll

What do you think is the biggest impediment of adopting an autonomous business environment?

- Organizational change management
- Not sure what to do with displaced employees
- Need to wait until very high confidence (e.g. > 98%) to adopt
- Not sure where to start



We believe that an autonomous business office is the ONLY way health systems can achieve their collective goals of:

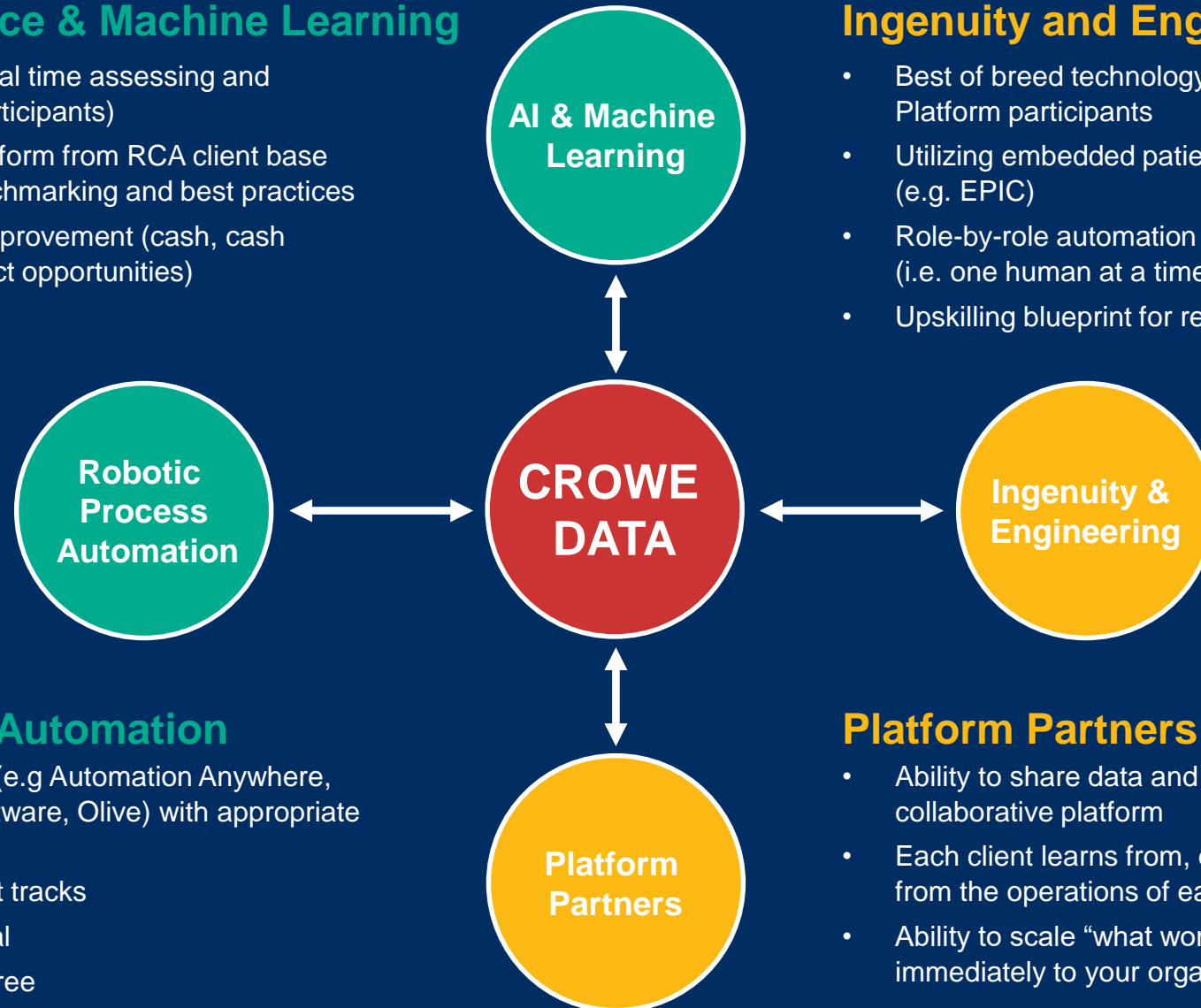
1. the highest revenue realization;
2. the least amount of operational variability, and;
3. the lowest costs for redundant tasks.

Artificial Intelligence & Machine Learning

- Best practice analytics (real time assessing and learning from Platform participants)
- Leverage Crowe data platform from RCA client base (1000+ hospitals) for benchmarking and best practices
- Determine net revenue improvement (cash, cash acceleration, cost to collect opportunities)

Ingenuity and Engineering

- Best of breed technology integration – driven by Platform participants
- Utilizing embedded patient accounting system automation (e.g. EPIC)
- Role-by-role automation engineering (i.e. one human at a time)
- Upskilling blueprint for resource reallocation

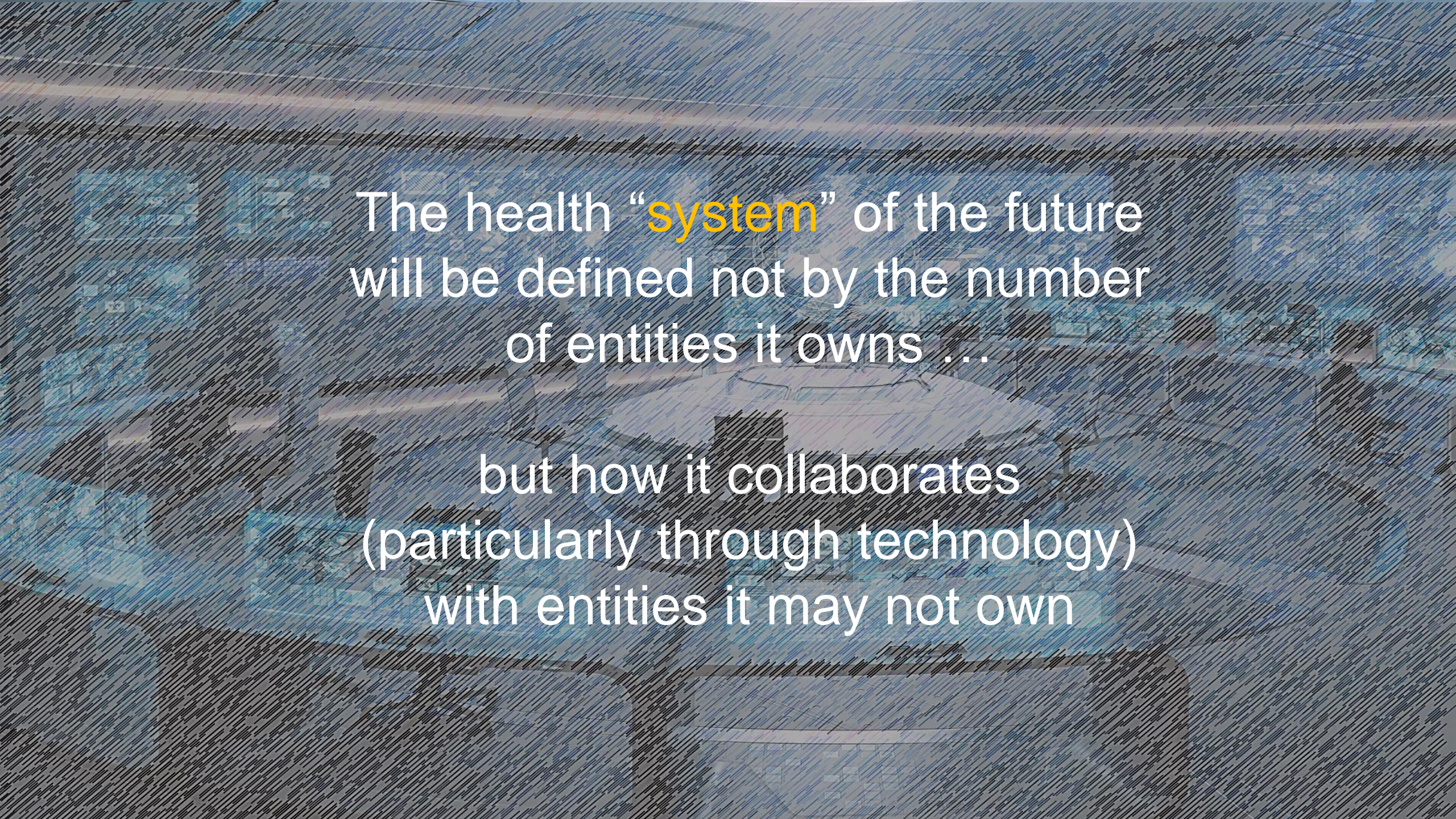


Robotic Process Automation

- Matching best vendors (e.g Automation Anywhere, Blue Prism, Boston Software, Olive) with appropriate automation track
- Establish portfolio of bot tracks
 - Simple transactional
 - Complex decision tree
 - RPA-to-Human-to-RPA

Platform Partners

- Ability to share data and best practices on a common, collaborative platform
- Each client learns from, experiments with and benefits from the operations of each other
- Ability to scale “what works” from other organizations immediately to your organization

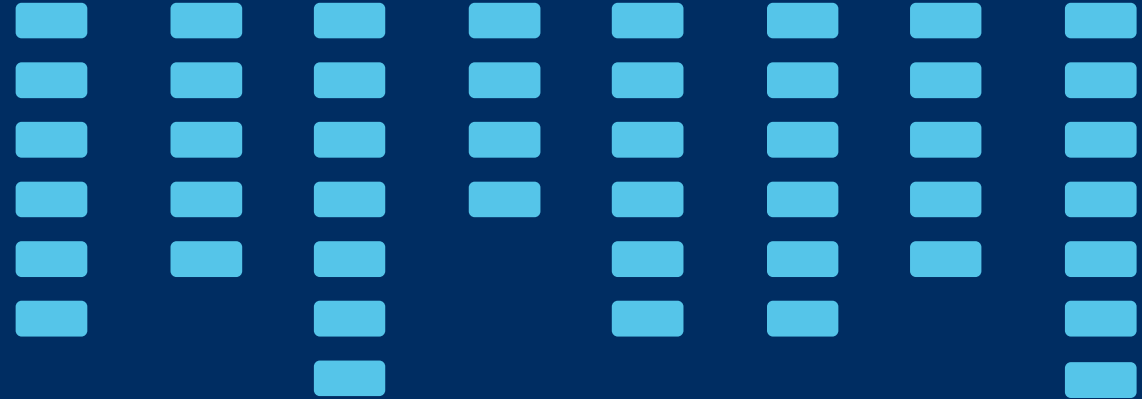


The health “**system**” of the future
will be defined not by the number
of entities it owns ...

but how it collaborates
(particularly through technology)
with entities it may not own

Workforce implications

PRESENT



Human powered

Human and Digital

Digital powered



FUTURE

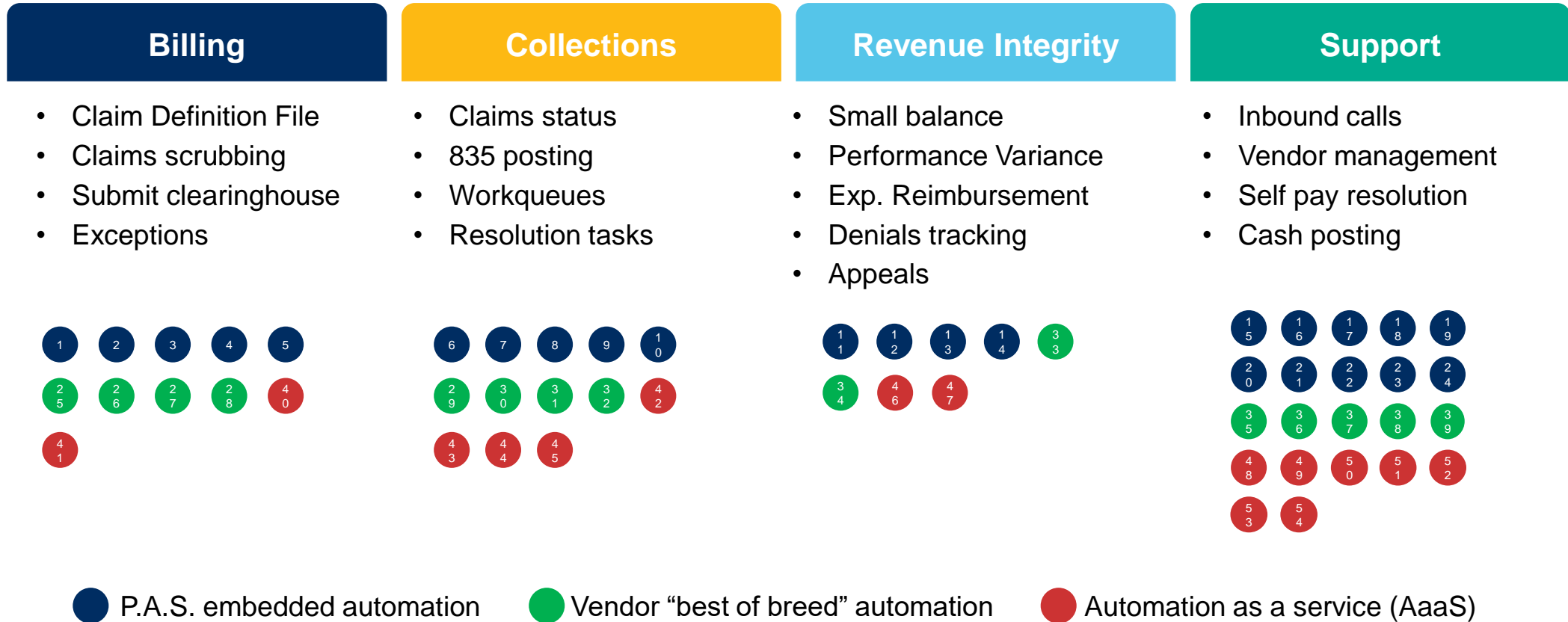
Automation Opportunities (by Function, Role)

Transactional Roles				
Billing	Follow-up	Denials/Appeals	Remittance Posting	Customer Support
Correct Claim Edits	Claim Status Monitoring	Resolution and Resubmission of Claims with technical denial issues	Remittance Posting and Management	Patient Call Center
Claim Submission/Reconciliation	Communicating with Payor on Processing Status	Research Denial Root Causes	Unapplied Cash Resolution	Financial Assistance Policy Application
Secondary Billing	Resubmitting Claims when Required	Perform Clinical Reviews and Submit Appeals	Reconciliation of Cash Payments	Attorney Requests
Claim Edit Workqueue Monitoring	Escalating Issues with Claims Processing	Monitor Denial Resolutions with Payor	Credit Balance Resolution	Patient Billing Issue Resolution
Creating New Claim Edits When Required	Payment Terms Negotiation on TPL Claims	Coordinate with outside departments on denial resolution	Patient Refunds	Payment Plan Creation
Drive errors to WQ and monitor resolution	Correspondence Processing	Apply Write-offs to Fatal Denials	Insurance Refunds	
Analytical Roles				
Productivity and QA Monitoring	Performance Tracking	Monitoring Aged Receivables	Vendor Management	Managed Care Reporting

Degree of Automation Opportunity

Low	Medium	High
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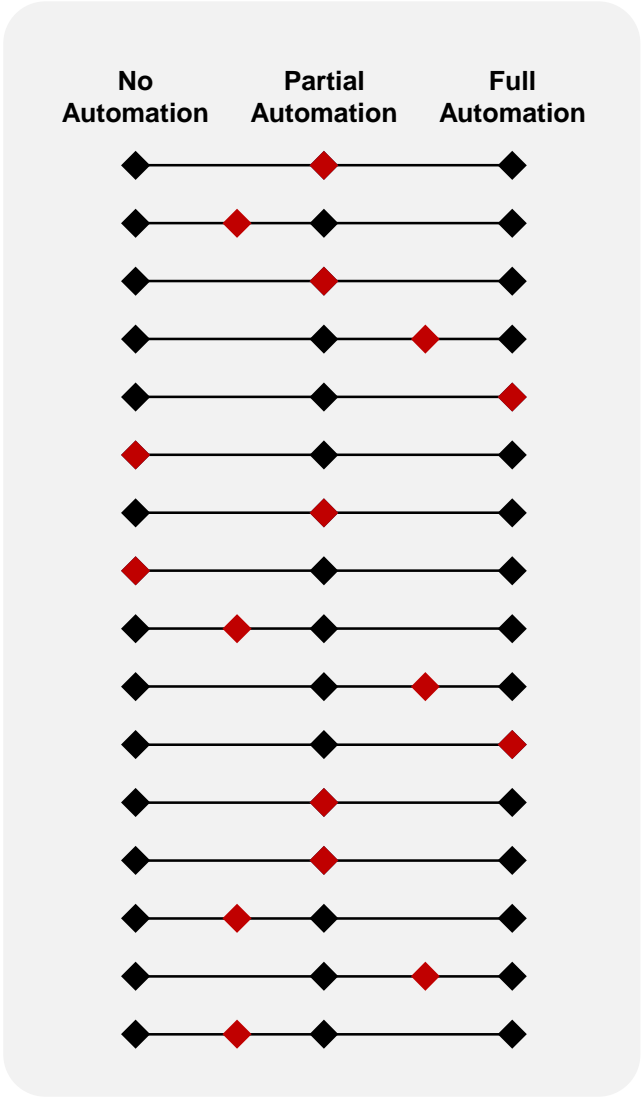
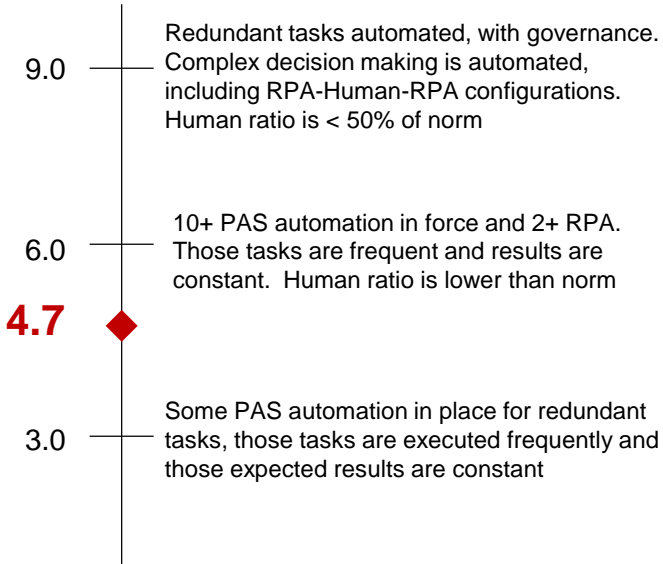
Automation Opportunities (by Category)





Business Automation Index

Business Automation Index



Poll

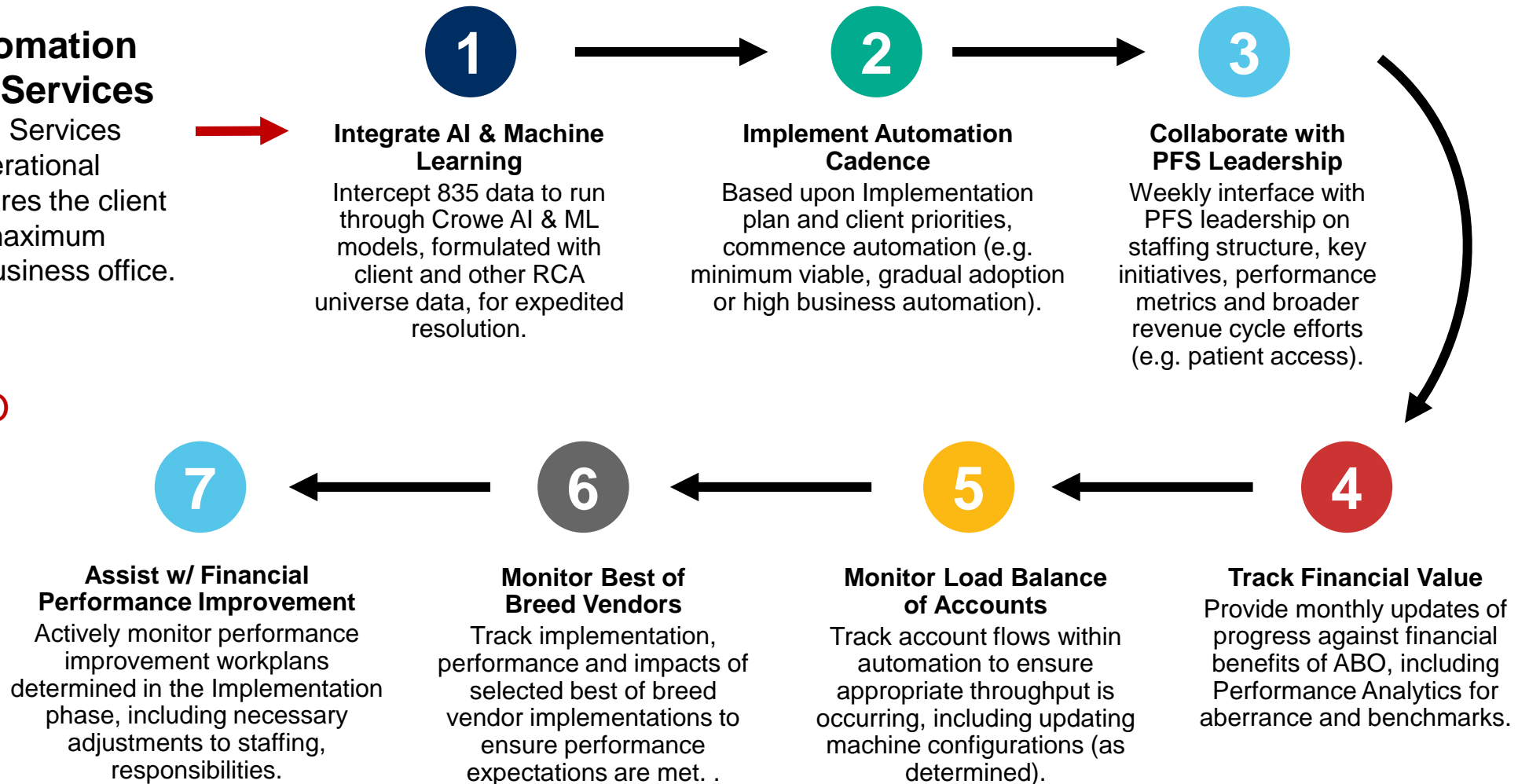
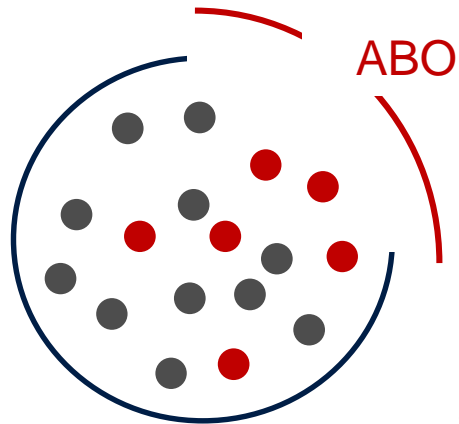
What do you think is the most important factor for successfully creating an autonomous business environment?

- Access to huge amounts of data (beyond just one health system's data)
- Robotic process automation proving that it can replace/augment humans
- Ability to collaborate across health systems on this topic
- Overcoming the change management issues within an organization

What is the Autonomous Business Office?

Journey to Automation Implementation Services

The preface to ABO Services adoption is an operational engagement that prepares the client for incorporating maximum automation within the business office.





Questions

- How quickly will this “**happen**”?
- Why not an “**Autonomous Revenue Cycle**”?
- What will be the future of “**upskilled employees**”?
- Who will be the **business leaders** in this future state?
- Where will we see the **first measureable successes** in these efforts?

Questions?

