
process starts
report obtained by email
once a week we get roughly 1400
sort report and hidecolumns
columns to target
Reference number, post/void, txn number, activity, payor, comment. in the comment we pull the invoice number
zero balance is escalated
Does balance = 0
Yes
SMTP email containing zero balance records
No
enter adjustment amount
gaurantor account
same one everytime (500023)
prof tx inquiry
enter txn number
Is invoice available in note?
No
scrape invoice number
reformat note and update
Yes
scrape adjustment amount
need to validate cpt? Or always one cpt for ekg
scrape reason and industry code & control number
return amount to excel
Once amounts are completed, run macro
SMTP email indicating complete
Med serv tool is a black box, meaning we cant see it, the bot would be unable to use value there. instead of automation updating it "manually" we can produce a flat file to transfer to medserv. If action output is "update insurance" then our file would contain plan details, so on and so on
associate process
spreadsheet obtained for zero balance
search invoice nubmber in artiva
zero balance?
Yes
update column with "0 balance"
No
Grab reason codes for denial
reason code will be grabbed already in prior
crosswalk for denial code
count of service lines
grab all codes up to 3
start deborahs process
order by insurance
filter for with debbies name?
launch Artiva
go to manager
select account
client reference number
enter invoice number
read note for output
note type/action item
Modifier
Patient ID incorrect
dx code fix
update insurance
search account in epic
go to coverages
grab plan details
update plan details in system (medserv)
Grab plan ID, Member ID, group number
add in decision point for balance to determine what level of detail is required or just scrape all values no matter zero balance or <> 0
adjustment and payment amount = billed amount
enter 0 balance
grab code