

About The Program

#	Automation	Live
1	Medicaid Patient Lookup Bot (MD Anderson)	Yes
2	Charge Rec Bot (PACO/CHACO)	Yes
3	EKG Charge Mod (Rhythm)*	Yes
4	Patient Interface Errors	Yes
5	MSA Redistribute*	Yes
6	MSA Offset	Yes
7	Referrals Availity + Epic	Yes
8	HB Adjustments	Yes
9	PB Medical Record Upload	Yes
10	PB Adjustments	Yes

#	Automation	Live
11	HB Claim Status - BX	Yes
12	HB Claim Status - Humana	Yes
13	HB Claim Status - UHC	Yes
14	Medicaid Eligibility	Yes
15	HB Claim Status - Aetna	Yes
16	HB Claim Status - Cigna	Yes
17	HB Claim Status - Wellmed	Yes
18	HB Medical Records	Build
19	PB Claim Status (5 portals)	Design
20	Notice of Admission	Design

HB Medical Records

There are 3 parts to the Medical Record automation

Automation	Process
Medical Record Download*	Automation logs into the EMR (Epic), goes to a WQ focused on Attachment Denials, identifies claims with an 'active Medical Records hyperlink', downloads and then saves to specified folder.
Medical Record Upload - Availity	Automation logs into Availity, disputes the claim associate with the denial, enter a note and upload the medical records, and then grab the case number.
Medical Record Post Note - Epic	Automation logs into the EMR (Epic), goes to the same WQ focused on Attachment Denials, enters an account activity and note indicating that the claim was disputed, and uploaded into Availity.

*Efficiency gain

- This automation uses a 'hyperlink' that links the appropriate medical records for specific denial types on each claim
 - Historically, RPA would be used to go to the Release of Information (ROI) tab to select the Medical Records that are needed to dispute the claim
- IR is building out this functionality across HB and PB, and across different payers and plans

Medical Record Download - in more detail



Specifics

- BCBS and Availity
- Medical Records for claims <\$100K

Phase 2

- Will include itemized statements
- Expand to new payers and portals as hyperlinks become available
 - The automation team is working behind the UTSW IR team developing the hyperlinks

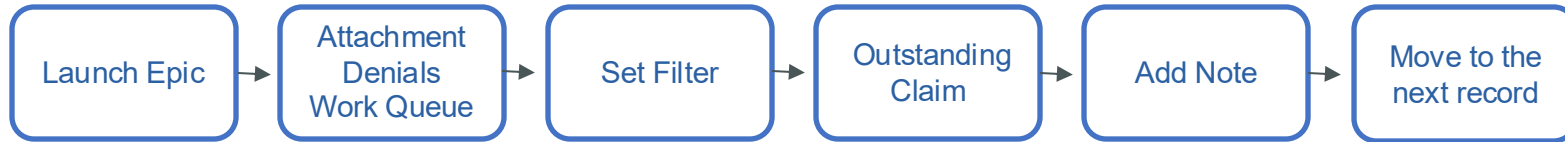
Medical Record Upload - in more detail



Challenges

- Size of the some of the Medical Records
- Sometimes the uptake of the medical records doesn't happen
- Case Number doesn't always generate

Medical Record Post Note - in more detail



Challenges

- We don't always get a case number from Availity