



TARPON HEALTH WEBINAR



PRESENTED BY JEFF MEANS

ATTENDED VS UNATTENDED AUTOMATION

MEET JEFF MEANS



Jeff is co-founder and CEO of Long Tail Health Solutions. He is an entrepreneur with expertise in healthcare revenue cycle management (RCM), product development, operations management, and the application of the combined traditional and modern technology stack to harvest incremental revenue and cost performance in healthcare administration. Over the past 20 years, Jeff has led projects that delivered over \$1B in client benefits and brought 8 software solutions to market.

Jeff is a graduate of the United States Military Academy (West Point) with a BS in foreign languages. Jeff also has an MBA from the University of Chicago (Booth). Jeff lives in the Chicago suburbs with his wife Carissa and children Lucas (13) and Lindley (10). Jeff is a veteran, having served in the war on terror in Southwest Asia and Africa.

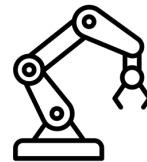
AGENDA

- Definitions
- Attended vs Unattended Bots
- Mode Selection
- Use Case Examples
- Q & A

DEFINITIONS

Unattended Automation: RPA that executes independently

- Claim status checks
- Eligibility checks
- Post adjustments
- Post notes



Typically performs large batches of tasks without any manual intervention

DEFINITIONS

Attended Automation: RPA designed to work as a “digital assistant” with a “human in the loop”

- Charity applications
- Appeal assembly
- Authorization requests



Typically performs a single task, on demand by a manual trigger in order to save the person time and effort with execution consistency

ATTENDED VS UNATTENDED AUTOMATION

	Unattended	Attended
Scale	Large batches of the same task	Individual actions, potentially a variety of tasks
Timing	Scheduled with quality control and reporting elements	Realtime to operator need
Initiated by	Predetermined business rules	Human discretion
Purpose	Eliminate manual work	Assist manual work

ISSUES WITH ATTENDED AUTOMATION

- Lag times between trigger and execution start
- Some tasks take longer for RPA than a person (OCR or images)
- Hand off between bot and staff requiring “re-work”
- Integration with leading and following work steps
- Decision steps that are simple for staff but expensive to automate
- Requires additional infrastructure costs for first bot

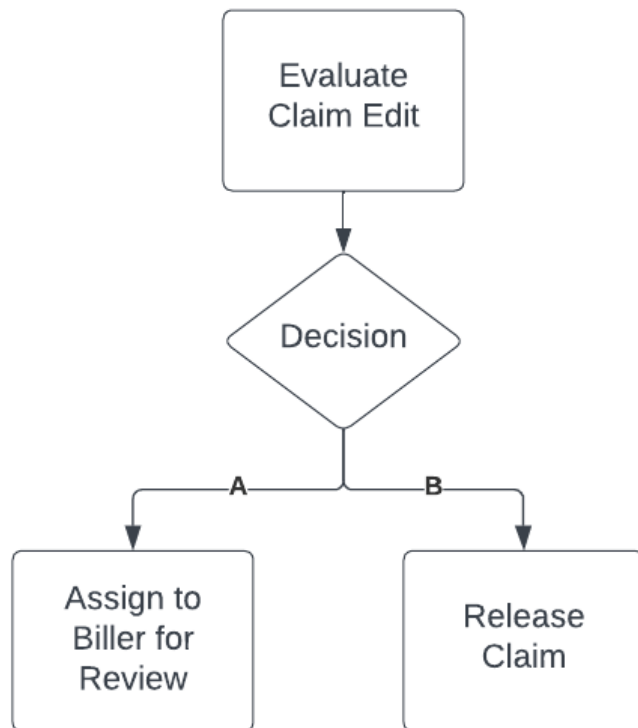
PROBLEM STATEMENT

RPA offers a low-code / no-code opportunity to deploy task automation quickly and inexpensively. However, integration of these automations with enterprise systems often reduces the realized benefits.

“Automation Gain” is the realized labor savings harvested from the automated activity

The attended automation framework is an attempt to offer an additional channel to maximize automation gain.

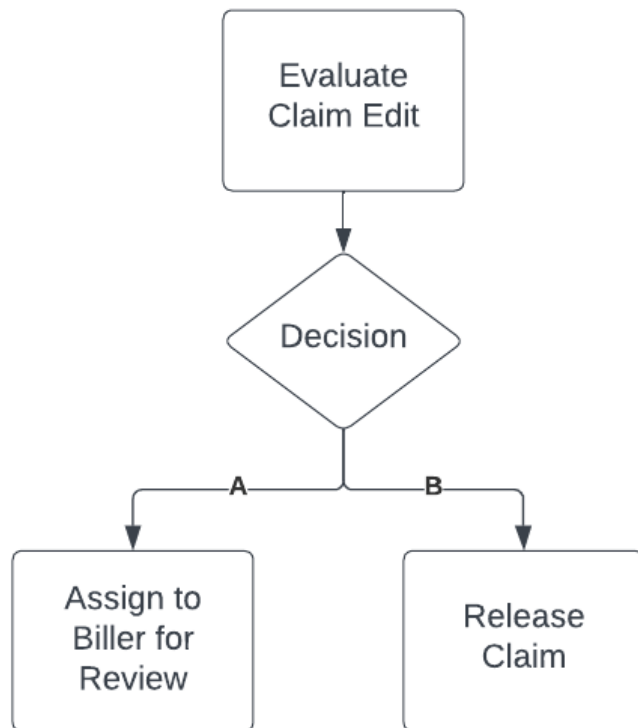
EXAMPLE PROCESS TO AUTOMATE



What is the automation gain of this bot?

- a) Time to perform x volume
- b) Time of "B" x volume of "B"
- c) Revenue captured by implementing

EXAMPLE PROCESS TO AUTOMATE



What is the automation gain of this bot?

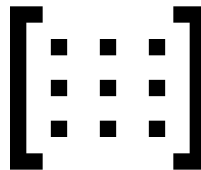
- a) Time to perform x volume
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TASK EVALUATION FRAMEWORK

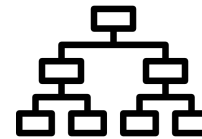
Sequence



Business Rules
Matrix



Decision Tree

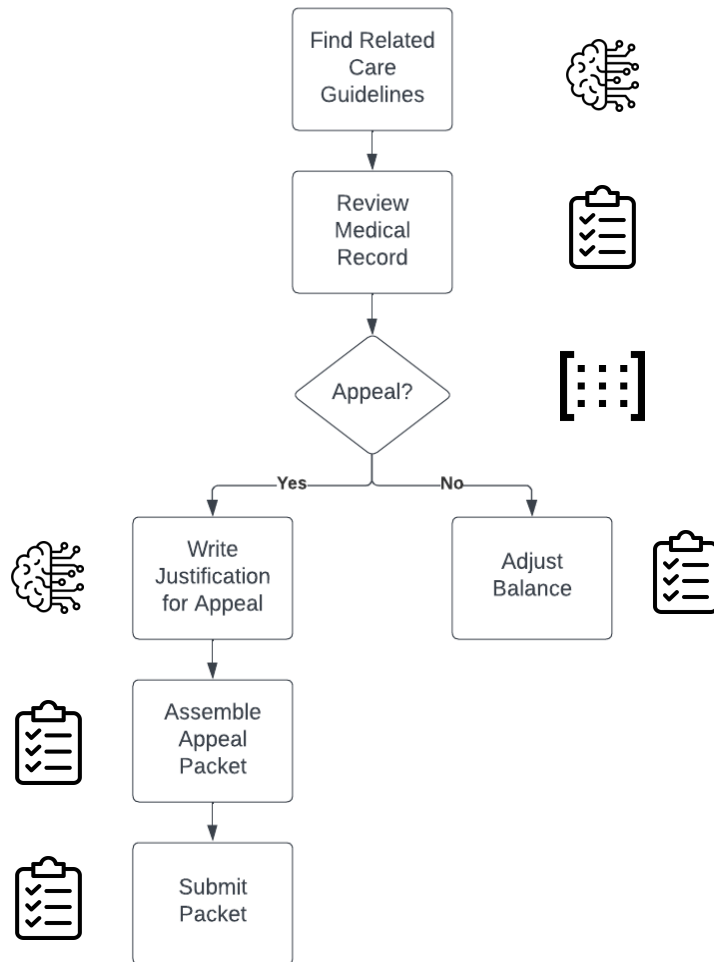


Cognitive
Decision



COMPLEXITY

EXAMPLE PROCESS – CLINICAL APPEALS



- Use case with very high ROI and relatively high volume
- Half of the steps are sequence of events with low complexity
- Many steps that require data hand offs
- Several steps with high complexity decision-making
- With investment, the complex steps can be commercialized
- Expected automation gain: 20 mins

MODE SELECTION

- Map the ***complete*** process
- Evaluate process steps for complexity
- Evaluate the hand offs between process steps
- Estimate the automation gain vs cost trade offs between modes

EXAMPLE USE CASES FOR ATTENDED

- Patient access self-registration
- Charity applications
- Self pay funding sources screening and application
- Appeal assembly
- Authorization requests
- Needs assessments (care managers)
- Discharge planning
- Clinical appeals
- Concurrent review (utilization review)



Questions & Discussion

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