

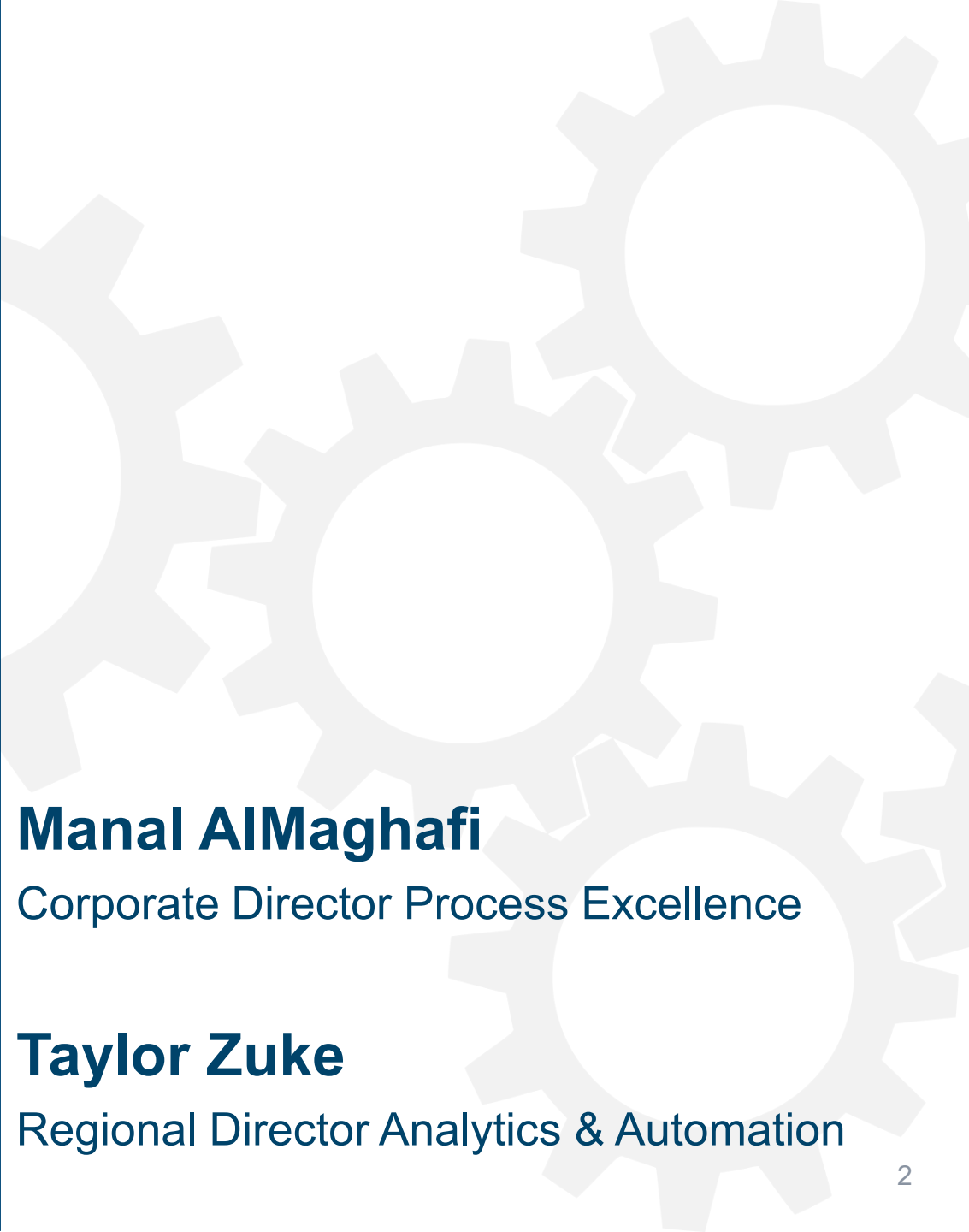
McLaren Automation Program Launch

10/16/2025



Outline

- Introduction to McLaren
- Our Structure
- Governance
- Automation Journey
- Inflight Automations
- Wins/ Challenges
- Program Development
- Automation Roadmap

A background graphic of three interlocking gears in a light gray color, positioned on the right side of the slide.

Manal AlMaghafi

Corporate Director Process Excellence

Taylor Zuke

Regional Director Analytics & Automation

McLaren Health Care

Our Mission:

McLaren Health Care will be the best value in health care as defined by quality outcomes and cost.

Our Vision:

McLaren will be the recognized leader and preferred provider of health care services to the communities we serve.

Our Guiding Principle:

To provide health care as we expect for our own family.

Key Operational Statistics (2024)

Discharges - 84,650
ER Visits - 375,029
Observation Stays - 24,804
Surgeries - 76,223
Births - 4,678
Ambulatory Visits - 3,662,209 (including home care visits)
Home Care Visits - 197,949
Hospice Days - 201,252
Licensed Beds - 3,100
Days of Inpatient Care - 772,066 (including hospice days)
Contracted Providers - 91,217
Community Benefit - \$449,800,000
Net Revenue - \$6,660,000,000

★ McLaren Health Care Corporate Headquarters

1 McLaren Bay Region

2 McLaren Caro Region

3 McLaren Central Michigan

4 McLaren Flint

5 McLaren Greater Lansing

6 McLaren Lapeer Region

7 McLaren Macomb

8 McLaren Northern Michigan

9 McLaren Oakland

10 McLaren Port Huron

11 McLaren Thumb Region

12 Karmanos Cancer Hospital

1 McLaren Northern Michigan
at Cheboygan

2 McLaren Clarkston

3 McLaren Fenton

4 McLaren Grand Ledge

5 McLaren Oxford

6 McLaren West Branch

7 Lake Orion Nursing
and Rehabilitation Center

8 Marwood Nursing and Rehab

Karmanos Cancer Institute

Karmanos Cancer Hospital

Karmanos Cancer Network

McLaren Proton Therapy Center

McLaren Health Management Group

McLaren Medical Group

McLaren Integrated HMO Group

McLaren Health Plan – Service Area

MDwise – Service Area

Timeline

Mar 2025:

Contract signed UIPath & Tarpon

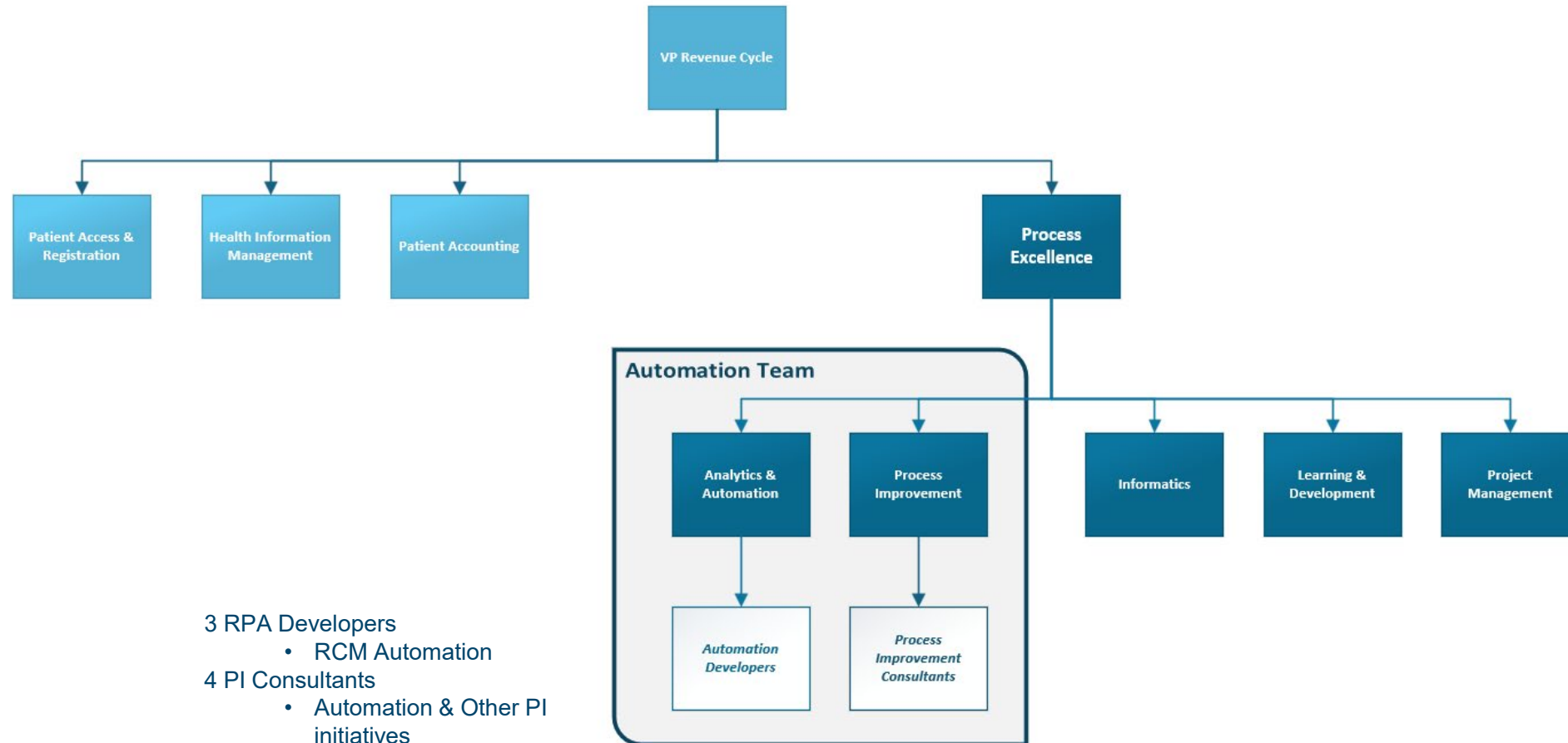
- UIPath – Platform for developing automation
- Tarpon – RCM Automation consulting team

Mar 2025 – Dec 2025:

Program Launch w Tarpon

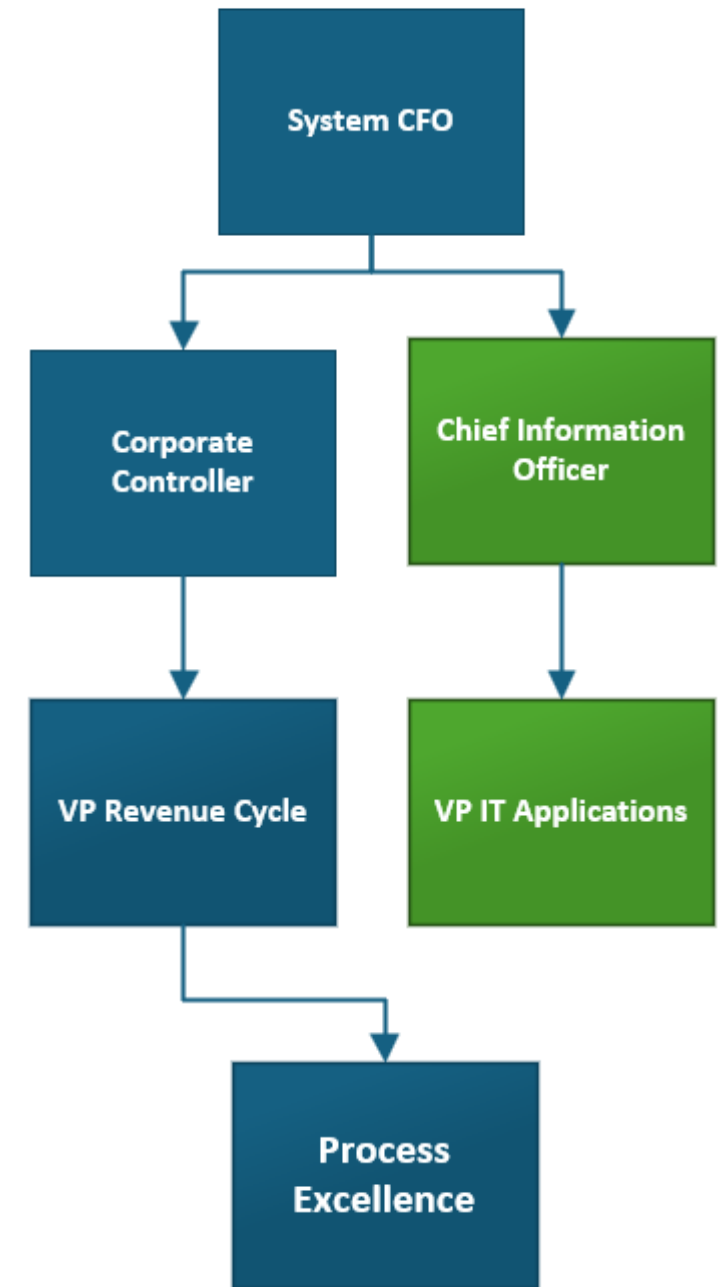
- Onboard and train PI Consultants & RPA developers
- Develop 6 automations
- Establish ongoing processes e.g.
 - Ideation and intake processes
 - Development cycle
 - Monitoring & maintenance
 - Testing
 - ROI tracking
 - ...etc.

Automation Program Launch & Structure



Governance

- Executive structures fosters alignment between IT and Revenue Cycle
- Governance Team includes **Corporate controller, VP Revenue Cycle, VP IT Applications**
- Establishing accountability and awareness of the new program via participation in the following forums:
 - Monthly Governance Team meetings
 - Biweekly Automation team and IT status review
 - Updates to Presidents Cabinet & Finance Committee
 - Department specific updates to Revenue Cycle teams
 - Cerner Change Control and Optimization Teams



****Automation Team****

Automation Journey

Automation	Partner	FY20	FY21	FY22	FY23	FY24	FY25
Insurance Verification RTE	Experian						
Deficiency Analysis	ATOS, SPARK						
Claims Statusing	Experian						
Clinical AI for improved documentation	SmarterDx						
Computer Assisted Coding	3M360						
CBS Reporting	Power Automate						
Autonomous Coding	Fathom						
Appeal Letter generation	Smarter DX						
Medical Record Request Denials	UiPath Automation						
Prior authorization verification & statusing	UiPath Automation						

- 1MCL Cerner Project 90% complete
- AOM focused on Cerner automations only
- PE still manage/maintain legacy systems

McLaren Technology Landscape



Building the Program

- Team Development
 - Training
 - Tarpon Solution Architect
 - UiPath Associate developer
 - Shadowing with Tarpon developer
 - Codesign & Codevelopment
- Automation Operating Model & COE Processes
 - Prioritizing review & understanding of Tarpon & UiPath recommendations
 - Shared responsibility among team to determine the McLaren way and supporting tools.
- *There is no lack of resources!*

Name	Tool Description	Lead
0 Governance, Structu...		Manal & TJ
1 Scoping & Feasibility		Maggie & Elena
2 Design		Maggie
3 Build		Heather
4 Testing		Allison
5 Maintenance		Case & Carly
6 Monitoring		Carly & Heather
7 ROI		Carly
8 Communication		Lori
Downtime & SLAs		Elena & Case
Infrastructure set up & schedules		Allison
Provisioning & Credential Mgt		Rana
Sprint Planning, Tickets & Checklists		Manal & TJ
zGeneral References		

Automations Live/ Inflight

	Applications	Technology Considerations	Go Live
Auth Determination Radiology BCBS	Cerner, BCBS website, Carelon	RPA	July 2025
Registration Quality Alerts (Top 5)	Cerner, Experian eCN	RPA	October 2025
Co-development: Predictive Modelling Medical Record Requests	Cerner	RPA	October 2025
MHC: Online Appointment Requests	Inquicker, Bookings & Cerner	RPA	October 2025
Auth Determination Ortho & Cardiac Cath Surgery BCBS	Cerner, Turning Point	RPA	December 2025
Co-development: IP Appeals Submission & statusing	Cerner, UHC	RPA & API	December 2025
Faxed Order Transcription	Cerner	RPA & Document Understanding	December 2025

Challenges

- 1 **UiPath Setup**
Steep learning curve on UiPath's layered design
- 2 **EMR Updates**
Cerner updates causing nuanced break/fixes
- 3 **Use Case Viability**
Solutioned several use cases later deemed unviable
- 4 **Payer portal connectivity**
Taking inventory of options for our payers (APIs, RPA...etc.)
- 5 **Building the plane while flying it!**
Year 1 goal to launch program and demonstrate ROI with initial use cases



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Wins



- 1 Automation 1 Live**
Maggie (x2) completing her entire worklist daily
- 2 Collaborative IT Partnership**
Proactive approach to IT updates and automation design
- 3 Building our Network**
Between UiPath, Tarpon and HFMA, our network of automation partners continues to assist us in building our program
- 4 Making a direct impact**
Automation has increased the impact our team can make to operational goals
- 5 Improvements by accident**
Ideation and feasibility sessions have also led to other improvement opportunities through Cerner or operational workflows

Roadmap

Use Cases	Impact
Authorization Phases: Continued evaluation of services against auth requirements - Auth determination - Auth status - Retro Auth Service Line/ Payer - Radiology: Carelon, Evicore, Cohere, Availity...etc - Surgery: Turning Point, E-referral, Carelon, EviCore	- Reduced vendor spend - Productivity gains - Auth denial/ write off reduction - Reduction in cancellations
Release of Information - Predictive Modelling Denials - Auto/ WC/ VA - ROI requests upon denial...etc.	- Reduced vendor spend - Improved denial recoveries - Cash acceleration
Document Understanding - Faxed orders - Correspondence (Lockbox)	- Reduced vendor spend - Productivity gains
Registration Quality - Resolution of registration quality alerts - Insurance updates based on insurance discovery	- Productivity gains - Registration denial/ write off reduction



THANK YOU

