Process Design Document / Solution Design Document

Process Name: Utilization Management Notice of Admission – Availity (UM NOA Availity)

Purpose of Document

This document serves as the technology policies and procedure for Intelligent Automation Hub at Geisinger

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Document Control

Applies to:	All IAH RPA Operating Model
Classification:	Highly Confidential
Owner:	Intelligent Automation Hub Team

DOCUMENT HISTORY

Version	Date	Author	Approver	Reasons for Change
1.0	2/5/2020		TBD	Initial Draft
1.1	2/10/2020			Review
1.2	2/10/2020			Edits based on review
1.3	5/13/2020			Edits based on proposed changes
1.4	5/20/2020			Edits based on additional step recordings
1.5	06/23/2020			Edits based on PDD review and 06/19 check in
1.6	09/03/2020			Coverage verification steps added based on discussion 09/03 meeting
1.7	09/28/2020			Automation details updated
1.8	12/16/2020			Work queue list updated based on request from business
1.9	02/12/2021			Changes in Availity

2.0	03/03/2021			Scope change (Aetna only) and clarification from business.
2.1	06/01/2021			Bot run time change
2.2	06/25/2021			Exclusion process steps/Business exception added to avoid duplicate submission
2.3	07/30/2021			Phase 2 (Mom/Baby exclusion, identify facility by hospital area, Include Member ID starts with 'W')
2.4	11/05/2021			Phase 3 – Adding steps related to ROI Completion Organization selection change for GSACH.
2.5	11/12/2021			Changes in Step 15 and Step 18 to address limitation of Availity
2.6	11/30/2021			Changes to exclude BH admission Step 10.
2.7	8/16/2022			Epic Upgrade Changes
2.8	11/16/2022			Added Duplicate Referral Warning pop-up and removed W & MEB Member ID requirement
2.9	5/28/23			Epic Upgrade Spring Hyperdrive 2023
3.0	9/13/2023			Epic Upgrade Fall Hyperdrive 2023

REVIEW/APPROVAL

Name	Role	Date

	Process Owner	Via email/IM, in Teams folder
	Process SME	Via email/IM, in Teams folder

STAKEHOLDERS

Role	Name	Email
Process Owner		
SME		
HIT team member		
HIT team member		
HIT team member		
Business Architect		
Developer		

Document Details

PURPOSE OF THIS DOCUMENT

The Process Design Document outlines the business process chosen for automation and the technology being utilized.

The document describes the sequence of actions performed as part of the business process, the conditions, and rules of the process prior to automation and how they are envisioned to work after automating it, partly or entirely. This specifications document serves as a base for developers, providing them with the details required for applying automation to the selected business process.

Current State Process Description

PROCESS SUMMARY

Some payers require a Notice of Admission when their members are admitted to a Geisinger facility, Geisinger is obligated to “notify” (i.e., NOA) the payer of their members admission to secure payment for the admission. Steps include reviewing Epic to transmit patient demographics and reason for admission from Epic to the payer portal and documenting the confirmation/authorization from the payer portal to Epic that patient’s admission. The process documented here will focus on payers using the Availity portal.

DATA FLOW & APPLICATIONS

INPUT

Input	Format	Location	Frequency	Comment
Epic Patient Workqueue		Epic		12226 UM Assistants IP (GWV/GSWB) 12232 UM Assistants IP (GMC/GBH/GSACH) 12225 UM Assistants IP (GCMC) 12918 UM Assistants IP (GLH/GJSH/GMCM) 12867 UM Assistants IP (GMC)
Crosswalk	Excel	IAH Network folder		Facility names for Bot program.xlsx

OUTPUT

Output	Format	Location	Frequency	Comment
Status File	CSV	IAH Network folder	TBD	

APPLICATIONS

Application	Interface	Req Key / Operation / URL	Comment
Epic	Desktop Application		
Availity	Website	https://apps.availity.com/availity/web/public.elegant.login	
Excel	Desktop Application		

BUSINESS RULES

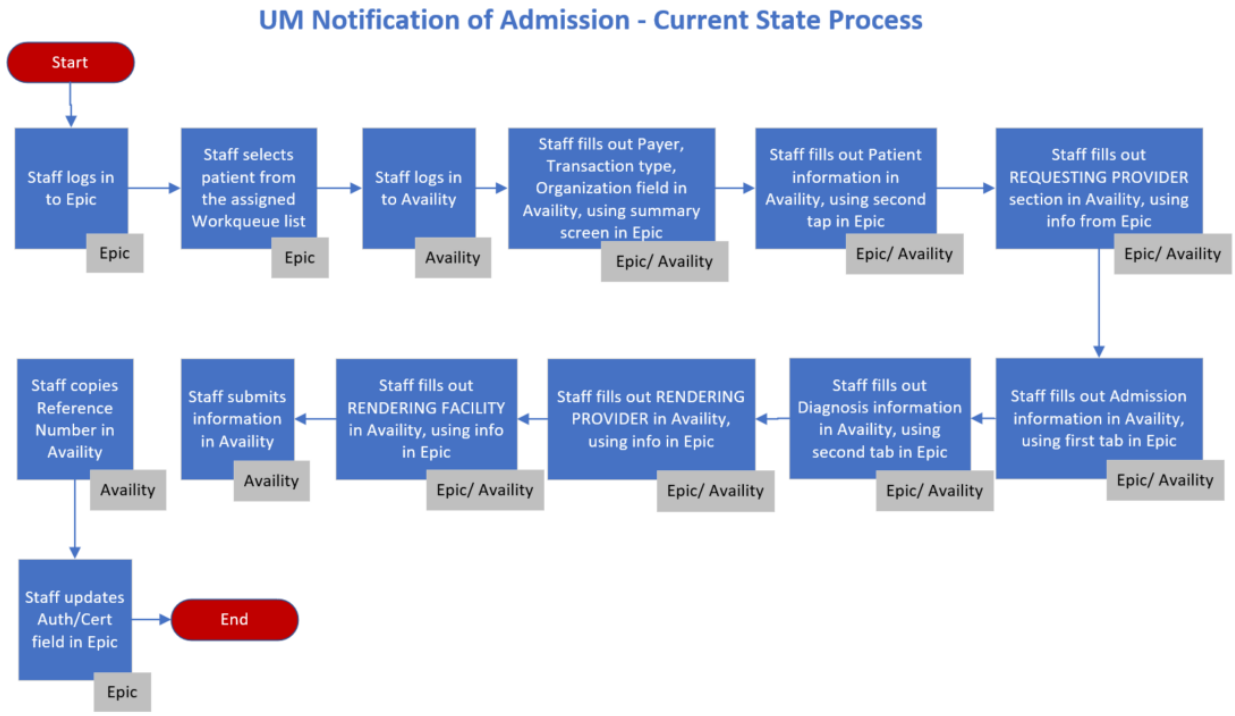
Rule	Detail
Automation frequency	Daily
Bot run time	Daily (8a.m., 12p.m., 4p.m.) Daily report after 8AM run
Excluding weekends and holidays	No
Ad Hoc Process	**EMAIL** **Subject Line**: Revenue Cycle: UM NOA-Availity- Start Ad Hoc Process **To**: Testing: IAHBOTADTST001@geisinger.edu Production: IAHBOTADPROD013
SLAs	Notification of Admission must be submitted within 24-48 hours of patient being admitted

CURRENT STATE METRICS

Avg. Monthly Transactions	# Batches Monthly	Avg. Volume / Batch	Weekly Avg. Volume	Frequency
5,005	N/A	N/A	1,251	

CURRENT STATE PROCESS FLOW

High Level Process Flow Diagram (Current state):



Detailed "Current state" Process Steps

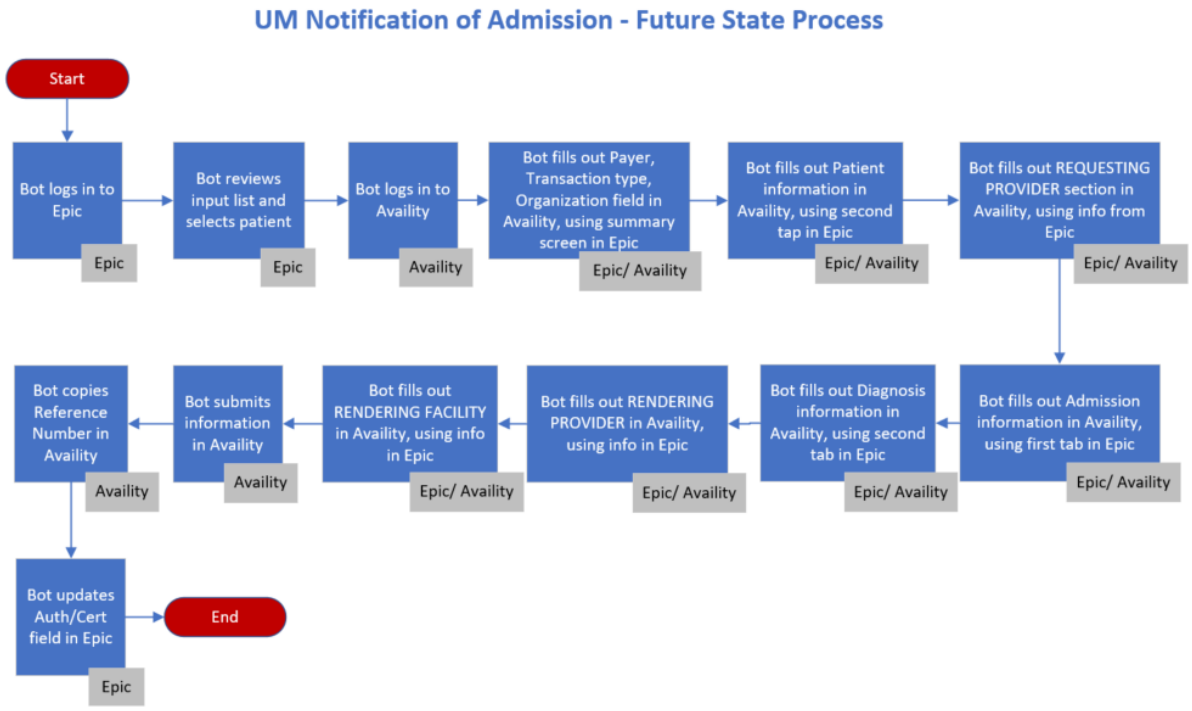
- Staff logs in to Availity and Epic.
- Staff goes to the 'Work-Queue list - Patient- Favorites' in Epic and selects 'UM Assistants IP (assigned Platform)' list and selects patient from the Patient List
- a. Patient with primary coverage: Aetna and Humana insurance only
- Staff fills out the following fields in Availity, using the Utilization Review tab and Summary tab in Epic.
- Payer
    - Transaction Type
    - Organization
- Staff clicks Next in Availity.
- Staff fills out the following fields in Availity, using the second tab with patient's name screen in Epic.
    - Member ID
    - Relationship to Subscriber
    - Patient Date of Birth
- Staff fills out the following fields under REQUESTING PROVIDER section in Availity and clicks Next.
    - Provider
    - Contact phone
- Staff fills out the following fields in Availity, using the first tab with patient's name screen in Epic.

    - Service Type
    - Admission Date
    - Admission type
    - Admission Source
- Staff fills out the following fields in Availity, using the second tab with the patient's name screen in Epic. Bot then clicks Next.
    - Diagnosis Code
- Staff goes to the book icon scree in Epic, copies the following information, fills out the following fields under RENDERING PROVIDER section in Availity, selects Provider from the results, and click Next.
    - NPI
    - Specialty/ Taxonomy
    - City
    - ZIP Code
- Staff fills out the following fields under RENDERING FACILITY in Availity and clicks Next.
    - Provider
    - Contact Phone
- Staff clicks Submit in Availity.
- Staff copies Reference Number in Availity and enters it in authorization field in Epic.
- Staff clicks Accept in Epic

Future State Process Description

FUTURE STATE PROCESS FLOW

Bot Automation Process & Workflow Diagram (Future State):



Detailed "Future state" Process Steps

- Bot logs in to Availity and Epic.
- Bot selects patient from the Work-Queue.
    - Patient with primary coverage: Aetna insurance only
    - Review specialty area and exclude Mom/Baby
    - Exclude records with precent number or auth number already documented in Epic.
- Bot to review coverage verification status.
    - If 'E-verified', Bot moves on to next steps.
    - If the following value instead of 'E-verified' Bot to follow steps outlined in 'Coverage verification'.
- Bot fills out the following fields in Availity, using the Utilization Review tab and Summary tab in Epic.
    - Payer
    - Transaction Type
    - Organization
- Bot clicks Next in Availity.
- Bot fills out the following fields in Availity, using the second tab with patient's name screen in Epic.
    - Member ID
    - Relationship to Subscriber
    - Patient Date of Birth
- Bot fills out the following fields under REQUESTING PROVIDER section in Availity and clicks Next.
    - Provider

    - Contact phone
- Bot fills out the following fields in Availity, using the first tab with patient's name screen in Epic.
    - Service Type
    - Admission Date
    - Admission type
    - Admission Source
- Bot fills out the following fields in Availity, using the second tab with the patient's name screen in Epic. Bot then clicks Next.
    - Diagnosis Code
- Bot goes to the book icon screen in Epic, copies the following information, fills out the following fields under RENDERING PROVIDER section in Availity, selects Provider from the results, and click Next.
    - NPI
    - Specialty/ Taxonomy
    - City
    - ZIP Code
- Bot fills out the following fields under RENDERING FACILITY in Availity and clicks Next.
    - Provider
    - Contact Phone
- Bot clicks Submit in Availity.
- Bot copies Reference Number in Availity and enters it in authorization field in Epic.
- Bot clicks Accept in Epic

IN SCOPE FOR RPA

100% of current state process is in scope for RPA.

OUT OF SCOPE FOR RPA

The actions out of scope for RPA should be listed in the table below together with the reasoning.

Activity/Action	**Reason for out of scope**	**Future State solution**	**Measures to be taken for future automation**
N/A	N/A	N/A	N/A

FUTURE STATE DETAILED STEPS

Step	Short description of key process steps	Screenshot for reference
1.	Bot Launches Epic Production	
2.	Bot Enters User ID	
3.	Bot Enters Password	
4.	Bot Clicks 'Log In'	
5.	Bot Enters Department of 'GMC CARE MANAGEMENT IP [900008]'	
6.	Bot Clicks 'Continue'	
7.	If 'Message of the Day' displays, bot clicks 'continue'	
8.	Bot Clicks 'Work-Queue List' Tab	
9.	Bot selects the 'Patient' Work-Queue Tab	

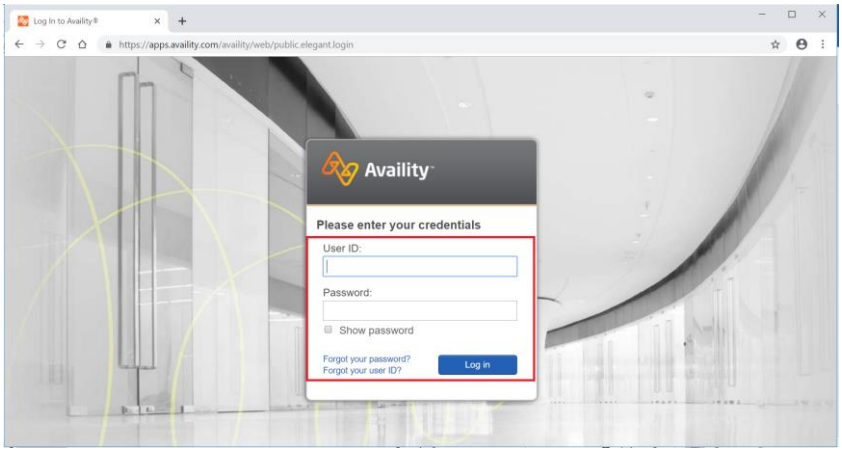
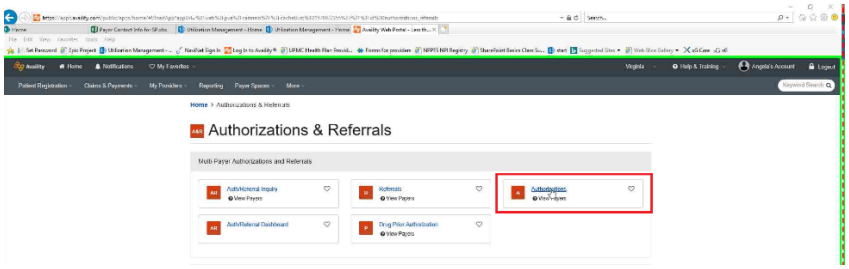
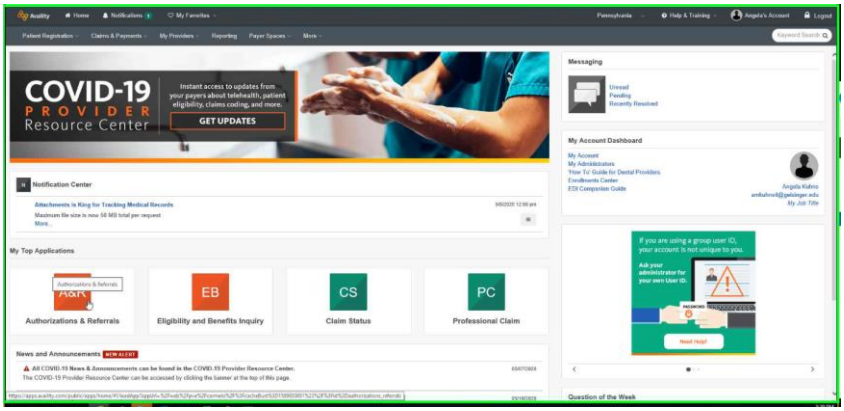
10.	Bot enters each of the displayed/following Work-Queues separately: 12226 UM Assistants IP (GWV/GSWB) 12232 UM Assistants IP (GMC/GBH/GSACH) 12225 UM Assistants IP (GCMC) 12918 UM Assistants IP (GLH/GJSH/GMCM) 12867 UM Assistants IP (GMC)	
11.	Bot Exports entries from each Work-Queue	
12.	Bot filters exports to include only Primary Cvg containing Aetna, excluding Primary Cvg containing Aetna Medicaid	
13.	Bot filters exports to exclude specialty of: • Gynecology Obstetrics • Newborn • Emergency Medicine • Psychiatry	

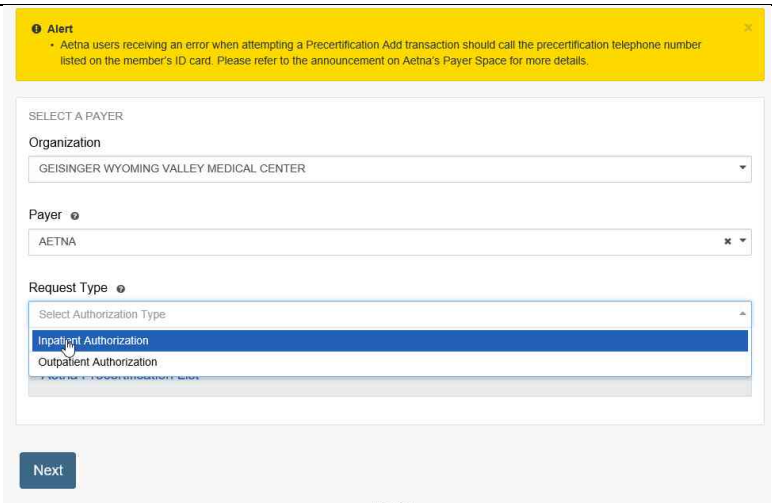
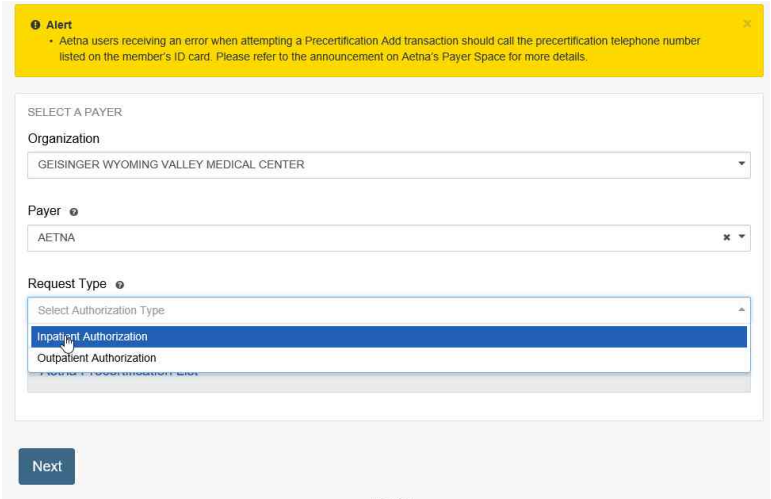
14.	Bot loads filtered exports to queue for processing	Bot excludes any entries previously processed based upon combination of MRN and Admission Date (can also be able to be excluded based upon Billing #).
15.	Bot identifies encounter to be processed in corresponding work-queue and enters the encounter by double clicking on it in the work-queue	
16.	Bot clicks on coverage name containing Aetna within the Encounter Guarantor and Coverage section	
17.	Bot scrolls to bottom of page and confirms Verification Status begins with the following: E-Verified Manually Verified Verified by Bot proceeds to step 20 if check passes, step 18 if fails	

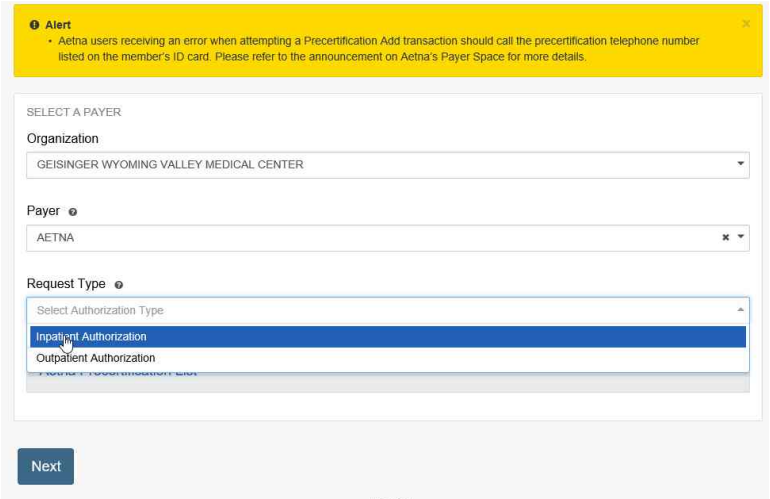
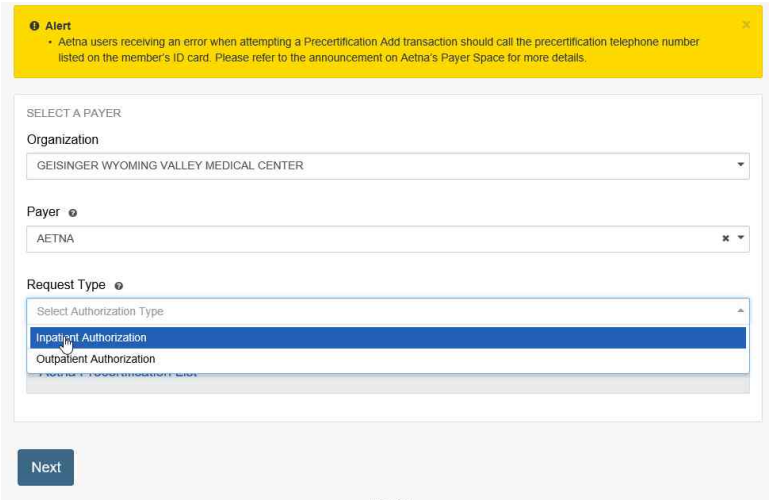
18.	Bot clicks verify coverage if Verification Status begins with New or Elapsed. If Error displays, bot clicks OK and produces business exception indicating Coverage Not Verified If Warning displays, bot clicks continue	Error: Warning:
19.	Bot pauses for 15 seconds; bot then reviews Verification Status: If Verification Status begins with Message Sent, bot repeats pause up to 3 times; if after 3rd pause Verification status begins with Message Sent, but produces	

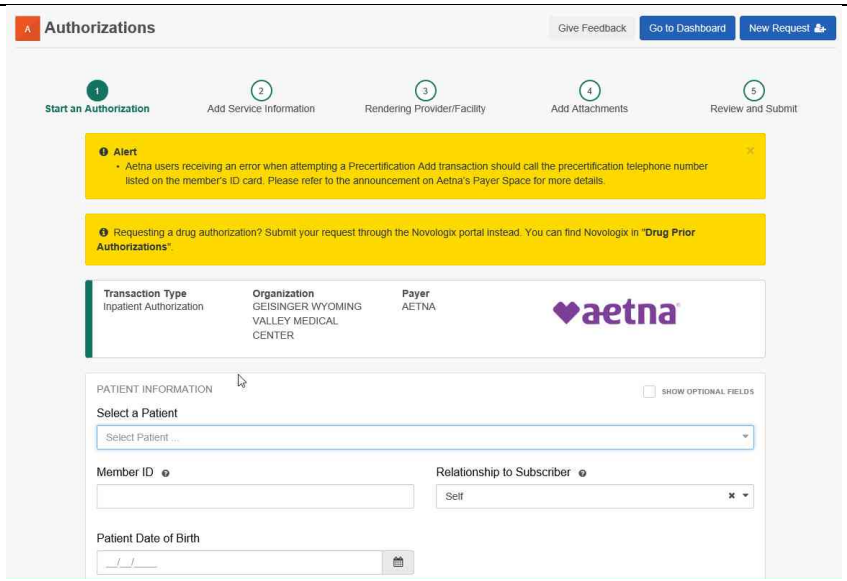
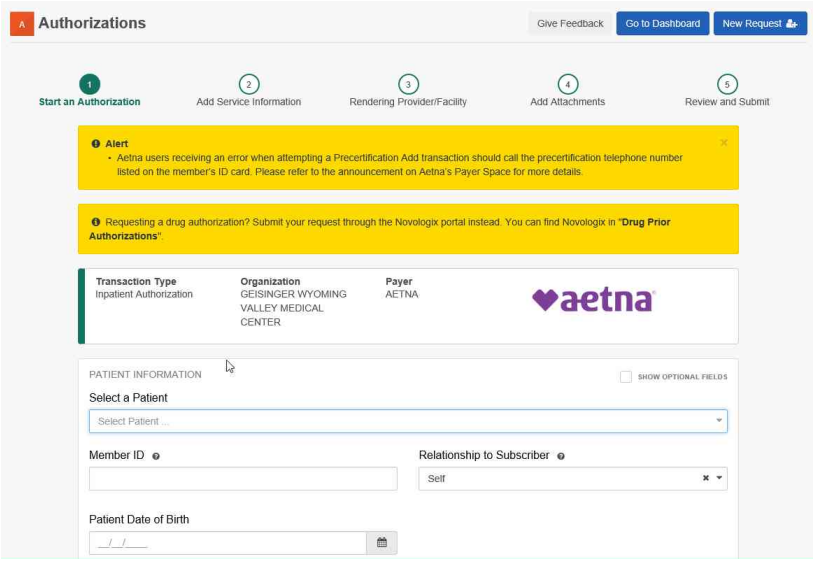
	business exception of Coverage Not Verified If Verification Status begins with E-Verified, bot proceeds to step 20 If Verification Status begins with status other than E-Verified or Message Sent, bot produces business exception of Coverage Not Verified	
20.	Bot clicks Hospital Chart	
21.	Patients look up window appears and Bot clicks on Patient Name shown as 'Currently Open' box.	
22.	Bot reviews Encounter Selection and clicks on the entry with a type of	

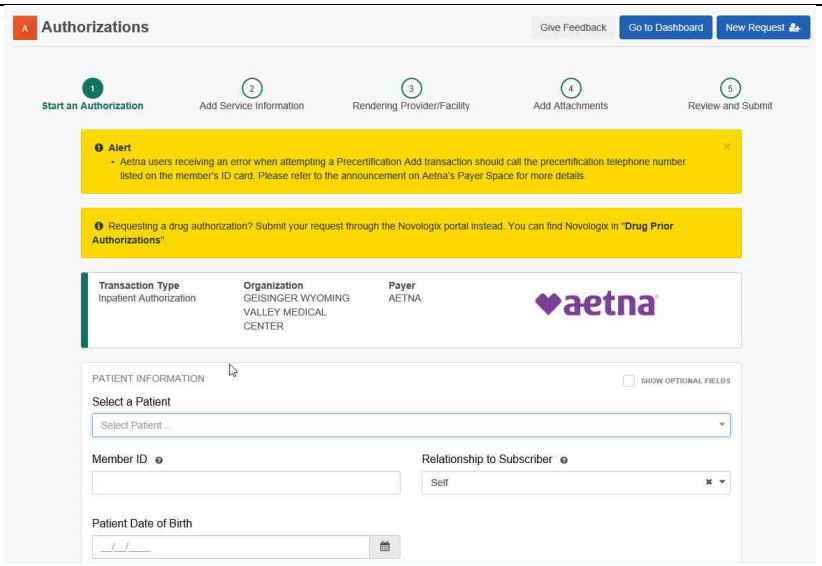
	'Admission' or 'Discharge' with an Adm Date that matches the Admit Date • If neither are found, produce business exception of Encounter Not Found	
23.	Bot clicks hyperlink under Auth/Cert Information of Sidebar Report • If Sidebar Report is not displayed, bot clicks blue chevron in center-right of screen to display	
24.	Bot clicks Coverage Auth under entry containing Aetna in Authorization/Certification Tree, if the Reference # or Auth # field contains data the bot produces a business exception of Notice of Admission Already Processed	
25.	Bot opens browser and enters Availity URL	https://apps.availity.com/availity/web/public.elegant.login

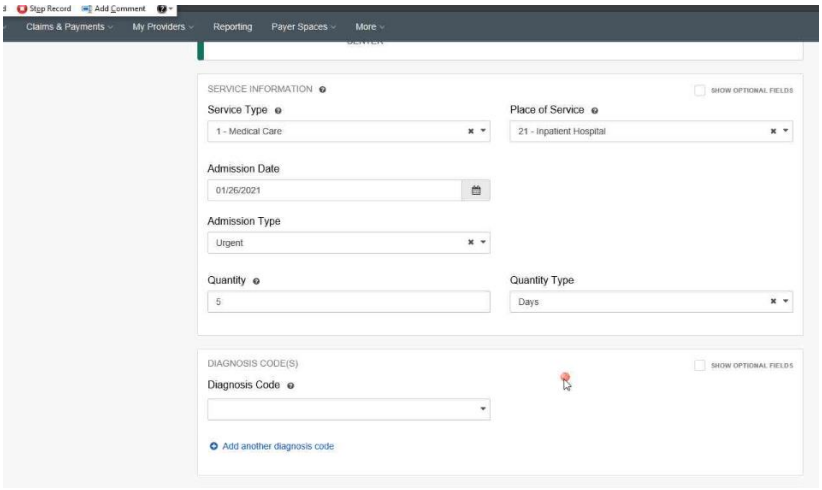
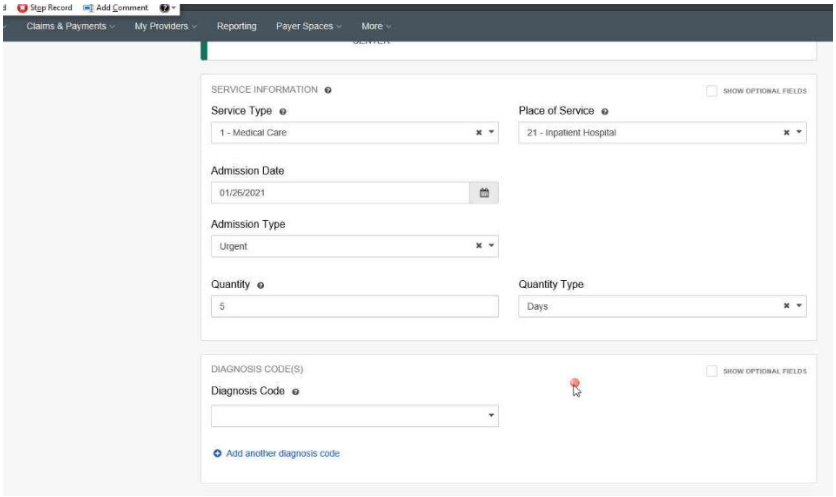
26.	Bot enters user ID and Password in Availity	
27.	Bot clicks Authorizations in Availity and then clicks A&R icon (Authorization & Referrals)	 
28.	Bot looks at 'Hospital Area' under 'Destination' in Epic and finds the corresponding location name from the crosswalk, bot then clicks Organization field	Crosswalk: Note: 'GSACH', 'GMCM' and 'GJSH' are not on the Availity dropdown list for Organization. Bot selects 'Geisinger Medical Center'.

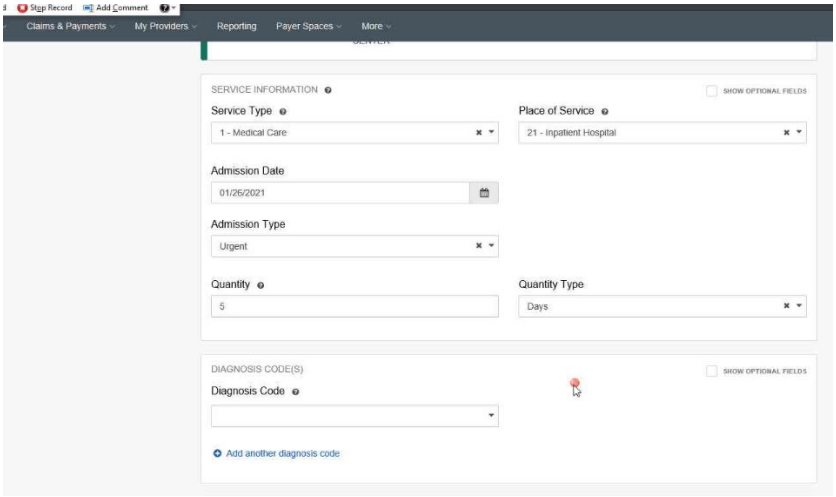
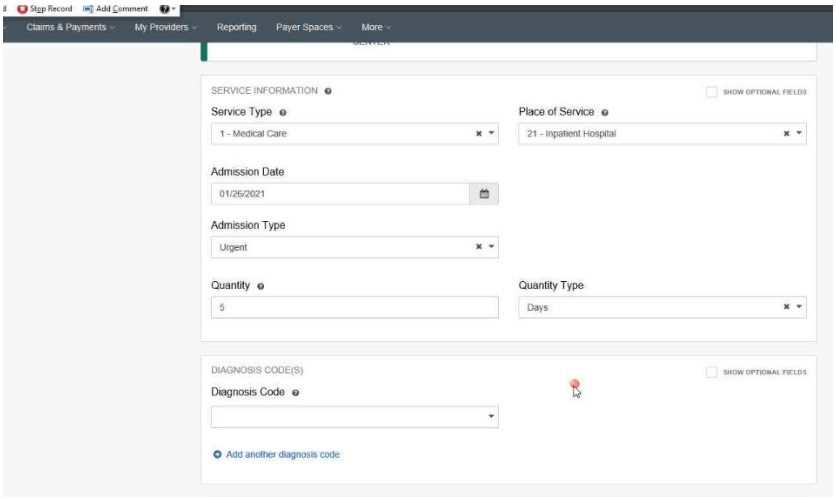
	and selects the location name in Availity	
29.	Bot clicks Payer field in Availity to select AETNA (COMMERCIAL & MEDICARE) for all Aetna coverages. • Aetna Medicaid / Aetna Better Health is excluded from process	

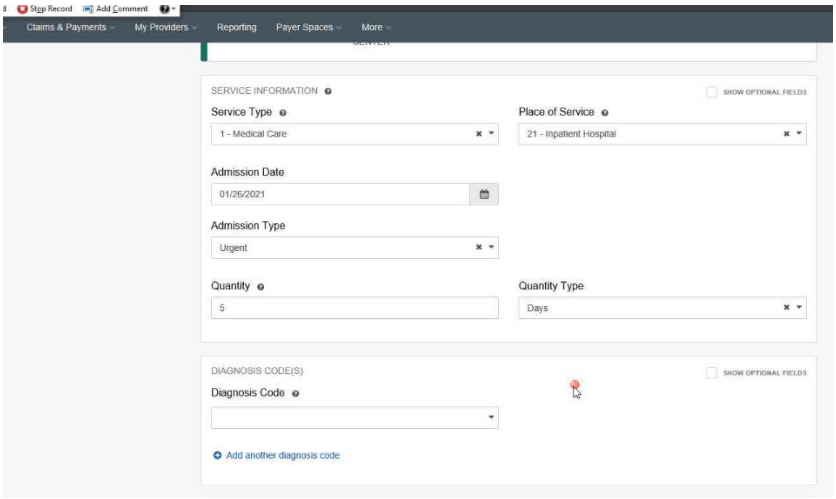
30.	Bot clicks Request Type field and selects Inpatient Authorization	
31.	Bot clicks Next	
32.	Bot looks at 'Coverage' under 'Enc Guar & Cvgs' in Epic and clicks hyperlink under Coverages containing Aetna	
33.	Bot copies the value under Member ID in Epic	

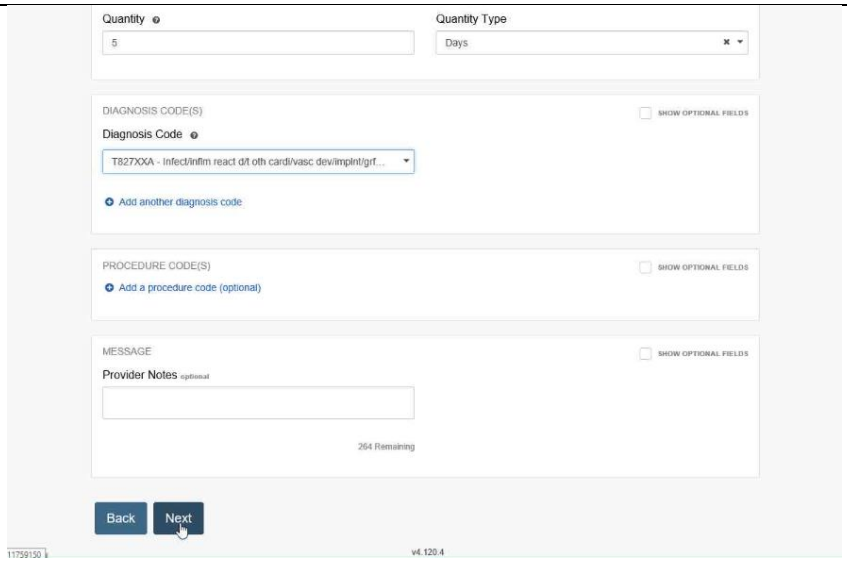
	to the Member ID field in Availity	
34.	Bot reviews Rel to Guarantor field in Epic and selects the corresponding option in the Relationship to Subscriber field in Availity Note: Prepopulated as 'Self'	
35.	Bot copies Patients Date of Birth in Epic to the Patient Date of Birth field in Availity	

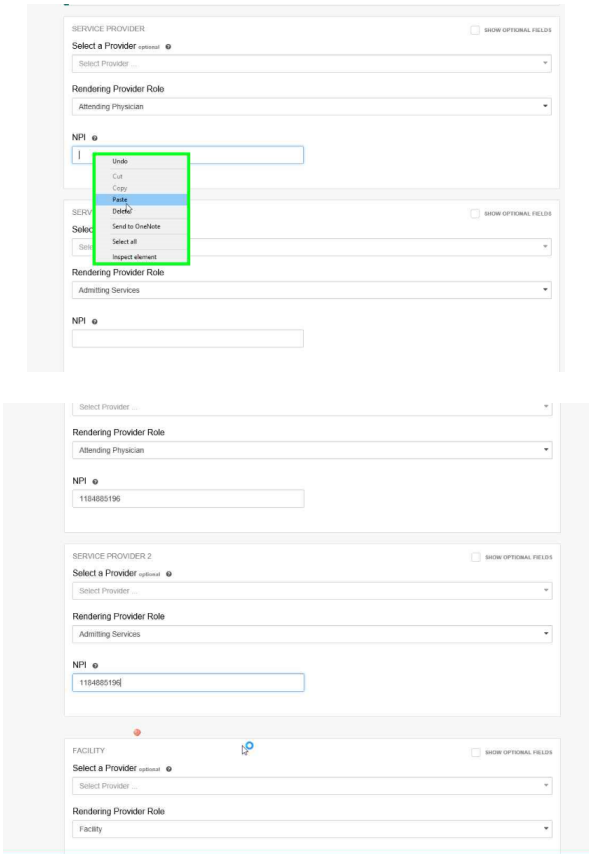
		
36.	Bot enters the following information. (For all Geisinger facilities) Requesting Provider Type: Bot types 'Facility'. NPI: Bot reviews the crosswalk document and types the respective NPI Contact Phone: Bot types 5702148645 Bot clicks Next. Aetna Better Health Only: Bot enters	Aetna Better Health Screen: 

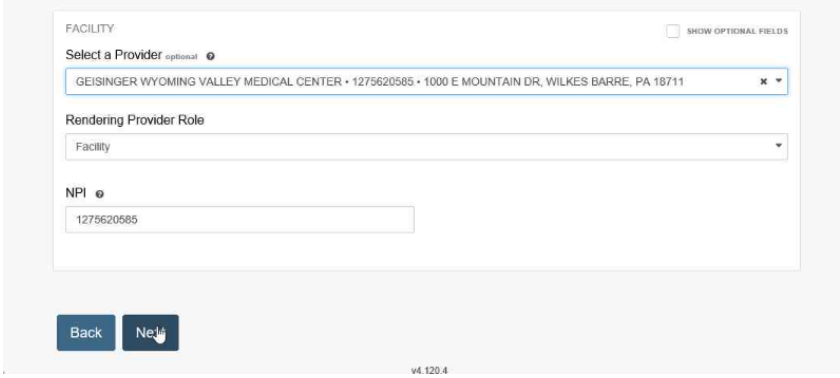
	Fax number based on the Facility. GCMC: 570-214-1559 GWV: 570-214-1580 GLH/GBH/GJSH: 570-214-1581 GMC: 570-214-1575	
37.	Service Type: Bot selects the Medical Care option	
38.	Place of Service: Bot selects the Inpatient Hospital option from the dropdown list	

39.	Admission Date: Bot copies Adm: date in Epic and pastes it into the Admission Date field in Availity	
40.	Admission Type: Bot clicks on 'Adm Details' in Epic and reviews values under 'Admission Type' If the value is 'Emergency', 'Emergent' or 'Urgent', Bot selects 'Emergent' from Availity dropdown list If the value is 'Routine', Bot produces business exception of Routine Admission If the value is 'Newborn', Bot produces	

	business exception of Newborn Admission If the value is 'Other', Bot produces business exception of Other Admission If the value is 'Trauma', Bot produces business exception of Trauma Admission	
41.	Quantity: Bot enters 5. (Note: Quantity type: prepopulated as 'Days')	
42.	Diagnosis Code: Bot clicks PX/DX and copies Diagnoses in Epic and pastes it in the Diagnosis Code field in Availity and selects the one that matches with the Diagnosis Code in	

	Epic (Note: No decimal in Availity) • Bot clicks Next	
43.	Attending Physician: Bot clicks Care Teams and copies physician name under 'Attending' in Epic	
44.	Bot searches for phone book and clicks the matching selection	
45.	Bot pastes the copied Attending Physician into the search field and clicks the magnify glass	
46.	Bot reviews the search results and selects the one that matches the provider's Last	

	name and First name If there is more than one search result with the same Last name and First name, the bot reviews provider's addresses and selects the one that matches Admission Facility	
47.	Bot copies the following information from EPIC and paste it in Availity Provider Search: SERVICE PROVIDER NPI: Bob copies the number in NATIONAL PROVIDER ID field in Epic and paste it to NPI field under RENDERING PROVIDER section in Availity SERVICE PROVIDER 2 NPI: Bot pastes it and the same	

	copied value NPI number	
48.	Bot fills out the following information in RENDERING FACILITY section in Availity: Select a Provider: Bot selects the organization name that matches the one in previous steps Bot enters NPI number Bot clicks Next	
49.	Bot clicks Next	
50.	Bot clicks on “Submit” under Review and Submit Page	
51.	Authorization Response screen will appear with Reference Number. Bot selects Reference Number in Availity, right	

	clicks on it, and clicks Copy	
52.	Bot clicks hyperlink under Auth/Cert Information of Sidebar Report If Sidebar Report is not displayed, bot clicks blue chevron in center-right of screen to display	
53.	Bot clicks Coverage Auth under entry containing Aetna in Authorization/Certification Tree	
54.	Bot completes the following: Pre-cert required: Bot types 'Yes' Pre-cert Status: Bot selects '(UM Review) Notice of Admission Completed /Pending Clinical'. Bot right clicks in the Auth # field in Epic and clicks Paste to paste the	

	reference number copied from Availity in previous steps Bot clicks Accept.	
55.	Bot clicks on Utilization Review tab and check if Care Day 1 is in place. If 'Care Day" exists, Bot moves on to next step and complete Release of Information (ROI) process; if not, business exception of 'ROI not completed - Care Day missing' is produced	
56.	Bot clicks Care Management Tab	
57.	Bot clicks Community Rsrcs under Placement section of Care Management Tree	
58.	Bot clicks on '+Add' within Community Resources section	

59.	Bot clicks on 'Aetna/CVS Health' and clicks on 'Accept'	
60.	Bot clicks New Communication	
61.	Bot clicks magnify glass under Select an Attachment/Select an existing report	
62.	Bot selects Hospital Encounter Report	
63.	Bot clicks Send	
64.	Bot reviews the Communication Status to confirm the activity: Status = 'Sent'; First Sent = mm/dd/yy hh:mm Note: Could not validate in alternate Epic environments due to security restrictions preventing data from being sent	

65.	Bot closes all open Epic patient tabs, returns to Work-Queue tab and proceeds with next entry to be processed	
66.	Bot generates the status report and places it in the output folder	
67.	Bot sends an email with status report file to individuals on the distribution list	

EXCEPTIONS IN THE PROCESS FLOW

Exception	Trigger	Actions	Comment
Missing info in Epic	Information is not listed in Epic	Mark case as Business Exception in the status report and move on to the next case	Applies to all steps
Missing option in Availity	Information is not listed as an option in Availity drop down	Mark case as Business Exception in the status report and move on to the next case	Applies to all steps
Coverage: E-rejected	Coverage response indicates 'E-rejected'.	Bot to mark as Business Exception in status report with the remark 'Coverage: E-rejected', clicks 'Finish', and moves on to next patient.	

Maternity /Newborn Exclusion	Diagnosis	Bot to mark case as business exception 'OB/Maternity Exclusion' in the status report and move on to the next case	
Pop-Up	Trigger	Actions	Comment
	The bot clicks 'Finish' after e-verifying the insurance.	*If 'Confirmation Messages' pop-up appears on the screen, then the bot will click 'Continue'.	
	The bot clicks 'Finish' to close out the patient record	The bot clicks the demographics button at the top of the info section of the patient and enters the data as follow: **Marital Status**: The bot selects Unknown. **Ethnicity**: The bot selects Unable to Obtain. **Religion**: The bot selects Not Available. **Race**: The bot selects Unable to Obtain. **Language**: The bot selects Unable to Obtain	
	Pop up window displayed after selecting patient	The bot selects 'Other', enters 'GHP IAH BOT Coverage Update' in Further explanation field, enters password, and continues on as usual. No exception thrown.	

	When opening patient record	The bot clicks ‘Accept’ and proceed	
	Patient Chart Advisories Default when open the patient record	The bot clicks ‘x’ and proceed	
	Patient Duplicate Referral Found	Bot clicks ‘Continue Anyway’	

SYSTEM ERRORS

Error	Trigger	Actions	Comment
Epic is not responding	Epic crashes or access is not possible. Page does not load in the given delay.	Bot should try 3 times. Second time after 1 minute and third time after 5 minutes.	
Availity is not responding	Availity crashes or access is not possible. Page does not load in the given delay.	Bot should try 3 times. Second time after 1 minutes and third time after 5 minutes.	
Coverage: E-rejected	Coverage response indicates 'E-rejected'.	Bot to mark as 'Business Exception' in status report with the remark 'Coverage: E-rejected', clicks 'Finish', and moves on to next patient.	

PROCESS CONTINUITY

Event	Result
If the bot fails, how will it continue and resolve issue?	If the bot fails for a specific record, then it will mark the record as failed in the status report with notes then continue to next record. If bot is unable to execute the process completely, it should email the user to provide an update as well as email alert to the Bot Controller [iah_rpa_prod_support@geisinger.edu]. The Bot Controller will then be responsible to triage the bot disruption, fix the issue(s), and either schedule ad hoc processing or resume the bot processing.
What happens once automated process finishes?	The bot will send an email to the distribution list (specified in the section 4.3) with a link to the output file.

Technical Details

Item	Description	Comment
Robot Type	Attended	
Orchestrator used?	Yes/No	Cloud/On-Premise Version
UiPath version used	2020.10.4	

Reporting

Report Type	Update Frequency	Details	Distribution List
Process Report	Daily	Report status of processed transactions via email: Subject: UM NOA-Availity – Status Body: Attached is the report of the automation ran on *insert date of run* Attachment: Revenue Cycle: UM NOA-Availity – Status yyyymmdd	
Error Logs	At Time of Error	Report of process errors Subject: UM NOA-Availity – Process Failed	

		Bot will email the business to inform of the failure. Subject: Revenue Cycle: UM NOA-Availity – Process Failed Body: Process failed on *insert date of run* due to *insert reason* Attachment: No attachment	

Environment Details

Application	Development Stage	Environment	Access Type	Access Key/Credential
Epic	Development	<Epic_Dev>	Username and password And Log in dept	Username: <USER ID> Password: <PASSWORD> Login Department: <DEPARTMENT>
	Test	<Epic_Test>	Username and password And Log in dept	Username: <USER ID> Password: <PASSWORD> Login Department: <DEPARTMENT>
	Prod	<Epic_Prod>	Username and password And Log in dept	Username: <USER ID> Password: <PASSWORD>

				Login Department: <DEPARTMENT>
Outlook	Development /Test/UAT/Prod	<Environment Name>	Email account and password	Email: TBD@geisinger.edu Password: <password1>

Assumptions

Assumption	Impact
The entire process is automated end to end with no manual intervention.	
The distribution list, email addresses, and/or shared mailbox listed in the PDD for the purpose of process notification through email are to be maintained solely by the line of business.	

ADDITIONAL SOURCES OF PROCESS DOCUMENTATION

Type	Name	Link	Comments
Assessment			IAH Teams Folder
Step Recording (video)			IAH Teams Folder
Task Capture			IAH Teams Folder
UAT Recording (video)			IAH Teams Folder

Executive Summary			IAH Teams Folder

Appendix

GLOSSARY

Acronym/Term	Meaning
PDD	Process Design Document – document that contains information about the process in scope for automation and about the agreed technical solution
RPA	Robotic Process Automation
MRN	Medical Record Number
IAH	Intelligent Automation Hub
NOA	Notice of Admission
UM	Utilization Management