

MedAmerica automates patient data retrieval for billing



CASE HIGHLIGHTS

Profiled Organization: MedAmerica, Inc.

Challenge: To automate processes for importing patient demographic files from multiple systems at hospitals and mapping them to databases at MedAmerica for billing purposes.

Solution: Automation Anywhere provides reliable automated front-end processes for importing, unzipping, decrypting, and printing encrypted data for hospital-based practice management.

Benefits: By taking over tasks previously performed interactively, Automation Anywhere has freed up personnel and workstations for more mission-critical tasks.

“Since using Automation Anywhere, I personally am saving more than 30 minutes of interactive work time each day.”

- Kevin Kent, Electronic Data Interchange Group, Med-America, Inc.

BACKGROUND

MedAmerica, Inc. is a medical practice management company that provides billing and financial services to emergency, primary, and hospital-based care providers. Founded in 1975, the company's client base includes 1,700 physicians and 500 physician extenders at 120 hospitals, 36 ambulatory care and occupational health practices, and eight correctional medicine sites in 14 states.

In order to provide on-time billing services in today's complex healthcare environment, MedAmerica has to receive patient demographic data - such as name, address, and social security number - on a daily basis from each of the medical services groups it supports. The data may be in text, PDF, or one of several other formats and may reside on servers or at hospital websites. In whatever format it is imported, the encrypted and password protected data has to be decrypted and mapped to MedAmerica's databases for the billing process. It is the responsibility of the Electronic Data Interchange (EDI) group to make sure that the process takes place without any glitches for each group, every day.

AN OPEN-AND-SHUT SOLUTION

Kevin Kent had been with MedAmerica for about a year when he began researching automation solutions for the front-end processes for extracting data from multiple sources at hospitals. It meant automating all the steps that they were doing interactively - opening and closing programs, unzipping and decrypting files, charting data to printers - for server-based FTP processes and Web-based data extraction.

Kent was looking for something that would be a quick learn and easy to use. None of the products he found on the Internet offered the flexibility or intuitive qualities of Automation Anywhere. And within the month, MedAmerica's Information Systems department had licensed the Enterprise version of Automation Anywhere for the EDI group.

Now, having used the software for about a year, Kent is convinced that they made the right choice. Not only does Automation Anywhere accomplish all of the interactive data extraction steps consistently and as often as necessary, it does it with minimal oversight. In fact, Kent estimates that between them, the three-person EDI group saves nearly two hours of interactive work per day, thanks to Automation Anywhere.

A DAY IN THE LIFE OF AA

So far, the EDI group has fully automated the daily data extraction process for about five of its hospital sites, and a typical interaction performed by Automation Anywhere is as follows:

1. Establish a VPN connection to remote sites using Windows controls from a desktop or workstation.
2. Pick up the files from the remote FTP site and download them to the workstation.
3. Delete the files at the source, disconnect, and close the program.
4. Transfer the files from the workstation to another site where other processes can take over to map the information to databases in preparation for billing.

In addition, the EDI group is also using Automation Anywhere to perform some Web-based claim validation tasks. A spreadsheet created with data extracted from hospitals is pushed onto a website where a third party, such as MediCal, can access the information and validate the claims.

For the future, Kent and his team would like to use Automation Anywhere to save even more time and free up some of their workstations by taking full advantage of the executables feature.

To this end, they have turned tasks into executables, which they hope to deploy to virtual machines, thus getting around the problem of trying to run tasks concurrently on a limited number of machines.

BEYOND DATA EXTRACTION

Automation Anywhere's initial selling point may have been its intuitive quality but the EDI team at MedAmerica was quick to discover and continues to take advantage of the product's many "bonus" features, such as the ability to:

- Automatically zip and unzip files with password protection
- Use variables inside a task to loop through folders and files
- Turn tasks into executable files that can be run on any machine with a similar environment
- Split tasks between computers using the Windows task scheduler.

If you found this case study useful, we invite you to discover how Automation Anywhere can give your business an edge. Visit www.AutomationAnywhere.com

"I love the fact that Automation Anywhere lets you do loops and use variables inside of a loop."

- Kevin Kent, Electronic Data Interchange Group, Med-America, Inc.



PRODUCT INFORMATION: AUTOMATION ANYWHERE

Automation Anywhere is an intelligent automation software for business & IT tasks. No programming required. Enterprise license includes state of the art drag and drop automation, remote deployment, Visualizer, Workflow designer, image recognition and many more features. Free trial available. Read more about this product at <http://www.AutomationAnywhere.com> or call our sales hotline +1-888-484-3535.