

CASE STUDY SNAPSHOT

Conversational AI and Intelligent Automation Reduce Payer Denials, Improve Employee Efficiency



Company Profile

Guidehouse provides global consulting and managed services to public sector and commercial markets, with broad capabilities in management, technology, and risk consulting.

Challenge

Guidehouse's client, a notable health system, was experiencing millions of dollars in insurance claim denials, and employees were burdened by ineffective processes. The health system tapped Guidehouse, an Automation Anywhere partner, to advise on task optimization with Intelligent Automation starting with 13 of its business functions.

Why Automation Anywhere?

Guidehouse observed that other solutions imported audit logs into a tool, generating useful data only for small, defined processes. Instead, the company needed a solution capable of capturing in-depth insights for processes spanning the revenue cycle of, for example, a \$5 billion healthcare system with 5,000 employees. The process discovery tool from Automation Anywhere provided the solution. Guidehouse particularly appreciated the native capabilities of the data mining tool, which tracked clicks, enabling the identification of task patterns and variability in sub-processes.

Outcome

Thanks to Process Discovery, Guidehouse captured one million user events indicating high-repetition activity by employees and inefficient, swivel-chair processes. This data trove enabled the development of a roadmap to streamline high-value use cases with automation.

1M+

activities captured

2K+

hours of re-work
eliminated

7

additional use cases
identified

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