

Customer Story

The Hidden Art of Automated Invoice Audits



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OBJECTIVES

- + Increase the annual number of invoices audited
- + Relieve stress on resources
- + Improve efficiency of claims processing
- + Reduce risk of overpayments

RESULTS

- + Achieved 75% of process automation
- + Saved 2,500 labor hours/year
- + Obtained savings of \$1.8M (annual medical cost avoidance accounting for \$1.7M)



This payer's Financial Risk Management department was only able to audit 10% of the 130,000 invoices it received annually due to the exceptional manual burden of the process.

About

Invoice audits help detect errors, prevent fraud, and optimize reimbursements. However, the process is time-consuming and labor-intensive, requiring reviews of complex invoices, which strains resources and delays claim processing.

The Challenge

This payer's Financial Risk Management department was only able to audit 10% of the 130,000 invoices it received annually due to the exceptional manual burden of the process. However, this practice put them at risk for overpayments due to fraud and errors.

The Solution

Amitech, a Naviant Company, partnered with this healthcare payer to implement an intelligent system that integrates optical character recognition (OCR) for digitization, connects with existing databases, and applies predefined validation rules. The system uses machine learning for complex code interpretation, automatically approves or denies based on results, generates detailed reports, and interfaces with payment systems. This solution ensures complete audit coverage, reduces errors, and avoids millions in overpayments while maintaining compliance.





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Implementation

The process for implementation is as follows:

- + **Outlook:** Invoices received from 3rd party vendors and other insurance plans for auditing of pre and post payment amounts.
- + **Database (EDWARD):** A bot queries the database to extract member and group details.
- + **Blue2:** The invoice is validated based on predefined rules for pre & post pay amounts. The amount is approved or denied based on the result.
- + **Report Generated:** A report is then generated for routing back to the vendor.



WHO WE ARE

Naviant helps customers reimagine work and harness intelligence to deliver exceptional outcomes.

