

Customer Story

RN Time Reclaimed: Automating Case
Management Assignments



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OBJECTIVES

- + Automate the case management process
- + Reduce the time spent and manual effort involved in the case management processes
- + Relieve the stress on the RNs in the case management process

RESULTS

- + Achieved 90% of process automation
- + Saved 13,239 hours/year
- + Obtained annual savings of \$829,000

About

Healthcare payers provide crucial case management services, assigning dedicated professionals to guide members through complex health journeys. This resource-intensive process enhances care coordination and improves outcomes. The personalized approach optimizes healthcare utilization, leading to better quality of life for members and reduced costs, despite the significant time and effort required for assignment.

The Challenge

RN Supervisors at this healthcare payer spent thousands of hours annually identifying and assigning members eligible for case management. This manual process was both time-consuming and resource-intensive.

The Solution

Amitech, a Naviant Company, and the payer collaborated to automate the case management assignment process using an unattended RPA bot to streamline operations. The bot analyzes member lists from a Snowflake data table, categorizing them as eligible, non-eligible, or missing phone numbers. Eligible members are then auto-assigned to clinical staff based on specific business rules, including availability, specialty, and location. This ensures maximum RN utilization. The bot assigns members to RNs in Affinite weekly, adhering to capacity limits set by supervisors.



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Implementation

The process for implementation is as follows:

- + **Snowflake (Data Table):** The bot sorts the member list from Snowflake, determining members eligible for case management.
- + **Member Assignment:** Eligible members are auto assigned to clinical staff based on pre-set rules.
- + **Affinite (Care Management):** The bot creates and assigns tasks to RNs in Affinite. Member Management Forms (MMF) are created as part of task assignment.



WHO WE ARE

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

