

Customer Story

Fax Forward: Reclaiming Specialist Time
Through Intelligent Fax Automation



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OBJECTIVES

- + Automate the fax processing workflow
- + Reduce the manual effort involved in processing faxes
- + Increase the provider's opportunity for growth by creating an environment for their specialists to focus on higher value work and less time on processing faxes.

RESULTS

- + Achieved 80% of process automation
- + Saved 81,200 hours
- + Obtained annual savings of \$2,235,000



A rapidly expanding value-based primary care provider faced significant operational hurdles as manual fax processing consumed 100% of their specialists' time.

About

A provider was experiencing significant processing issues which resulted in a loss of time, money, and efficiency. A sophisticated solution to a legacy problem resulted in substantial savings for this provider.

The Challenge

A rapidly expanding value-based primary care provider faced significant operational hurdles as manual fax processing consumed 100% of their specialists' time. With 560k annual faxes and 280k authorizations requiring processing, the organization's growth trajectory was threatened by inefficient workflows.

The Solution

Amitech, a Naviant Company, partnered with a customer to enhance their fax management process through UiPath's Document Understanding technology. This innovative solution deploys smart bots that seamlessly download faxes, intelligently classify 27 document types with specialized learning models, and extract vital information using AI-enhanced Optical Character Recognition (OCR).

Implementation

The process for implementation is as follows:

- + **RightFax (Electronic Faxing):** The bot accesses the patient data for each respective clinic from the electronic fax platform and sends it to Document Understanding (DU).





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- + **UiPath Document Understanding:** DU classifies 25 different fax types across 14 machine learning models.
- + **UiPath DU and Orchestrator (Data Management):** Based on the fax type, AI-enhanced OCR extracts the unstructured text and adds it to Orchestrator's queue.
- + **EHR:** The bot acquires data from the Orchestrator queue, locates the patient chart, and inputs the fax data into the chart.



WHO WE ARE

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



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