

Customer Story

Financial Clarity: Automated Posting
& Reconciliation in Healthcare



Financial Clarity: Automated Posting & Reconciliation in Healthcare

OBJECTIVES

- + Automate the posting and reconciliation of transactions
- + Reduce the time spent on billing, insurance claims, and payment processing
- + Increase operational efficiency and profit margins

RESULTS

- + Achieved 75% of process automation
- + Saved >100,000 labor hours/year
- + Obtained annual savings of \$3M+

About

Administrative costs for patient financial transactions are outpacing service volume and revenue growth. More time is spent on billing, insurance claims, and payment processing. Complex verification processes and claim denials increase staff hours. As a result, operational efficiency and profit margins decline as administrative expenses exceed revenue growth.

The Challenge

A major Midwest health system handles about 2.7M transactions annually, a workload requiring 80 full-time employees when processed manually. The existing process was not only time-intensive but also susceptible to backlogs during periods of above-average transaction volumes, highlighting the need for a more efficient and scalable approach.

The Solution

Amitech, a Naviant Company, collaborated with this provider to develop an automated solution integrated with Epic EHR. The process streamlines electronic payment posting by automatically downloading bank reports, eliminating manual effort. It intelligently filters transactions that require human review, while automatically reconciling and processing standard transactions in Epic. The system automates key steps: receiving and sorting payments, verifying payment information, posting to patient accounts, matching bank statement deposits with EHR records, and generating comprehensive reports.



The existing process was not only time-intensive but also susceptible to backlogs during periods of above-average transaction volumes, highlighting the need for a more efficient and scalable approach.





Amitech, a Naviant Company, collaborated with this provider to develop an automated solution integrated with Epic EHR. The process streamlines electronic payment posting by automatically downloading bank reports, eliminating manual effort.

Implementation

The process for implementation is as follows:

- + **EPIC (EHR System):** A bot receives, sorts, and posts payments to the EHR system and patient accounts.
- + **Bank Online Portal:** The bot performs payment reconciliations by downloading the bank statement and matching them to the payments entered in the EHR.
- + **Report Generated (Spreadsheet):** The bot generates a report on the payments received and posted.



WHO WE ARE

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

