



Customer Success Story

Healthcare

How a leading provider of Revenue Cycle Management software transformed revenue optimization with Intelligent Automation



Value Delivered

- 91% Data Capture Accuracy, Reducing Manual Processing
- 40% Reduction in Claims Document Handling
- 60% Drop in HIPAA violations within 3 months of go-live



Challenge

In urgent need of a scalable solution, our trusted RCM customer faced escalating complexity in medical coding. Manual labor, unstructured data, and errors prompted the search for efficiency.



How We Helped

- Redesigned the workflow into an automated, data-driven model, integrating Computer Assisted Coding and EOB processing
- Document digitization and processing of EDI 837 claim files and generation of EDI 835 files for Electronic Remittance
- Rule Builder for designing business rules to be applied for coding
- Validation and automated coding of records and related workflow orchestration for EOB processing



EIQ Features Used



Data Flows



Process Flows



Multi-channel Apps



Decision Automation



Analytics and Reporting



RPA

EQ Platform Overview

End-to-End Intelligent Business Automation Platform



Process Flows

Automate enterprise workflows and create seamless customer and user journeys quickly.



Event Flows

Process and analyse events in real time to predict real-time threats and identify opportunities.



Decision Automation

Simplify complex decision logic to make accurate decisions in changing business environments.



Analytics and Reporting

Derive actionable insights for your business with robust analytics and present data in rich reports.



Business Rules

Define and update business rules quickly with audit trails to identify and track changes.



RPA

Leverage the power of non-intrusive, unified RPA



Data Flows

Handle structured and unstructured data with an easy drag-and-drop functionality.



ML Flows

Embed intelligence in the handling of process and data attributes using dynamic ML models.



Enterprise Connectors

Integrate with business-critical systems quickly using pre-built and custom connectors.



GenAI

Automate integrated text generation within process, data, or event flows using GenAI



Multi-channel Apps

Create dynamic web and mobile applications with new or pre-built templates that can work online or offline.



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