



Case Study

How a healthcare payer made automation a C-level strategic priority to address labor shortages, ease employee burnout, and create positive economic impact on their bottom line.

Healthcare payers are hard-pressed to reduce avoidable costs, lower the medical and administrative loss ratio, and ultimately lower the total cost of care. One of our clients did just that—by accelerating their automation program to positively impact operating expenses, free up human capacity, and intentionally reskill, retool, and redeploy employees to perform higher-value work.

Challenge

A healthcare payer invested in UiPath's automation technology for two years but had limited success realizing the value of their automation projects. Challenges stretched business-wide:

The IT team couldn't engage executive business owners because they lacked process knowledge, skills, resources, and budget, leaving them without a clear path forward. The initiative was therefore underfunded and under-resourced.

Executive leadership wasn't sold. They didn't fully understand how automation could ease their high labor costs and employee burnout. Without executive leadership alignment, the automation program remained stalled until a partner could guide them forward with a roadmap and a workforce transformation agenda to realize value.

Solution

By showing value upfront through a roadmap and financial pro forma, automation went from an IT project to a strategic priority at an enterprise level.

Using our healthcare industry benchmark data and financial models, we created a financial pro forma with detailed Net Present Value (NPV) across key business functions with high automation potential, estimating annual cost savings opportunity from labor efficiency gains. A multi-year, positive Return on Investment (ROI) roadmap with individual use case ROI and NPV helped leadership see the value automaton could bring to the organization, gleaning the necessary commitment to accelerate the program.

Engagement and governance drove efficiencies.

Motivated by the potential derived from the financial pro forma, the team became engaged and committed to developing an automation program that would implement automations every quarter. A governance structure was critical to the success, prioritizing automations, managing workforce transformation, and a Center of Excellence (CoE) to create efficiencies.

A performance dashboard kept everyone on track.

We developed a performance dashboard to monitor actual value realization against the target for the automation use cases, allowing the team to constantly evaluate incoming automation and realize business value efficiently.

Results

Amitech, in partnership with the payer, identified multiple functional areas that would immediately benefit from automation including claims operations, care management, financial risk management, provider compensation, and customer accounts. We deployed 23 automations that freed-up human capacity to higher-value work, maximized value, and reduced employee burnout stemming from repetitive, mundane tasks. The financial value achieved for a 3-year payback period equated to 110% ROI or \$11.3M NPV.



We estimate that at least 30% of the work happening in most healthcare settings can be automated.

By taking a holistic approach to automation, other payers can also remove barriers, maximize value creation for their organization, while lessening employee burnout and labor shortages. Here's how you can get started:

01 Embrace intelligent automation as a strategic priority:

Acknowledgment, buy-in, and prioritization are critical at the C-level and can be transformative for the entire organization. Top-down communication about how intelligent automation will improve the day-to-day work of your employees and improve health outcomes for members is compelling.

02 Foster a culture of accountability:

Transparent, open conversations within a governance operating model is a strategic move, especially when incorporating an intelligent automation program initially. Regular monitoring through performance dashboards will reinforce responsibility and ensure a worthwhile return on your automation investments.

03 Transform your workforce intentionally:

Healthcare leaders must develop a detailed workforce transformation plan on how they will retool, reskill, and redeploy their workforce, complete with an effective communication strategy for the entire organization.

04 Consider a Center of Excellence:

An intelligent automation CoE can help spearhead your initiatives, streamline intake processes, and create reusable assets. Intelligent automation is scalable and tapping a CoE is an efficient, cost-effective way to institutionalize best practices and maximize profitability.

05 Collaborate with a strategic implementation partner:

Innovation requires expertise. Engaging a strategic implementation partner well-versed in intelligent automation can breathe life into your organizational vision, decrease time to value, and build a truly scalable program.

Curious about the value automation can create for your organization?

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