

Solution: Automation Member Care Communication

Every month, nurses attempted to contact about 3,500 members to address gaps in their care. Skilled nurses would spend time searching for patient contact details, often calling wrong numbers, and keeping track of who they'd already contacted. They would then manually populate the contact forms, repeating the same required questions each time they attempted contact.

If, by the third phone call, the nurses were unable to make contact, the case would be closed, and an opportunity letter was sent instead.

This process was frustrating, tedious, and often did not lead to member contact.

Using UiPath's Task Capture,

Amitech captured and analyzed the process to build a bot to automate this task:



A bot answers all the required questions on the Member Management Form (MMF)



A follow-up task for the second or third correspondence is automatically created



If contact isn't established, an opportunity letter is generated and sent based on member records and the MMF is closed

By automating this process, the customer is saving:



3,373
hours of labor a year



\$230,000
annually