

Closing Care Gaps

Automations Role in Value-Based Member Engagement

Automation, AI and Analytics for better healthcare

Overview

Care gaps occur when members miss recommended preventive services, screenings, or follow-up care essential to their health management. Healthcare payer organizations prioritize closing these gaps to improve health outcomes, reduce costly complications and emergency visits, meet quality metrics, enhance HEDIS scores, and ultimately deliver more effective, value-based care to their members.

CHALLENGE

This major payer organization was manually reaching out to members each month to address gaps in care. Their skilled nurses spent thousands of hours annually on administrative tasks such as searching for contact information, calling wrong numbers, and manual documentation rather than having meaningful conversations. This manual process was not only time-consuming but also diverted nursing time away from tasks that actually required medical expertise.

SOLUTION

Amitech Solutions partnered with this client to implement an intelligent automation solution, reimagining member outreach. The comprehensive bot system automates the entire workflow by gathering member details from CSW, completing the required forms, scheduling follow-up tasks, and generating opportunity letters when needed, freeing their nurses from unnecessary administrative burden.

IMPLEMENTATION

The manual process was analyzed for automation by



Task Capture

Internal Member
Information System

The bot is provided with a list of members to be contacts, it and retrieve details for each from the internal system



The bot sends the member information to the assigned nurse's workstation for the outreach call.



Affinite
(Case Management)

If contact is unsuccessful, the bot updates the information in Affinite and creates a follow up task for a later date.



RESULTS



75% of process automated



3,830 hours saved annually



\$200K in annual labor savings



AMITECH

Amitech Solutions is an award-winning healthcare consulting firm specializing in data, analytics, and automation, dedicated to improving healthcare quality and reducing costs.

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