



## Tailored RPA solution expands revenue opportunities for large healthcare provider

Sutherland Healthcare used RPA to transform Northwell Health's revenue cycle, increase employee productivity, and improve patient experience.

### Opportunity

Northwell Health grew tremendously through acquisitions of hospitals and physician practices, and with that success came integration pains. These pains included decentralized processes, disparate systems, redundant tasks, and constraints in staffing budgets.

Another concern: how to manage the additional work of implementing a solution when employees were already working at capacity.

The provider needed a solution that would eliminate rework and mundane, time-consuming tasks. It would enable employees to work more efficiently and accurately at a higher level, which would increase employee productivity and satisfaction.

The Northwell team recognized that investing in automation also would enhance customer service and patient experience and expand revenue opportunities.

Northwell had been a Sutherland Healthcare client for nine years when they searched for an automation partner in 2017. With its robotic process automation (RPA) solutions designed for scalability and effectiveness, Sutherland Healthcare had the deep domain expertise to help Northwell transform its operations now and into the future. In addition to the healthcare industry, Sutherland Healthcare knew the provider's business, so the team could move fast — and lessen the potential heavy lift for Northwell staff.

### About Northwell

Northwell Health is New York's largest healthcare provider, with 22 hospitals and more than 830 outpatient facilities.

It's also the largest private employer in the state. More than 77,000 staff members serve an area of nearly 11 million people.

## Solution

To define the scope, establish criteria for success, and tailor solutions that would produce the greatest ROI, Sutherland Healthcare experts worked on-site at Northwell. The program began with a pilot and a narrow scope, then expanded into more automation. Key areas of streamlining included:



### Medical record extracts

To reduce staff's clerical tasks and speed up the process, the bot extracts and indexes records, then uploads to various payers.



### Denials for missing authorizations

The bot searches all the payers' disparate systems to look for an authorization, then sends it to the proper payer.



### Unbundling

Bots automate the process of performing the unbundling steps on bundled/inclusive claim denials and analyzing the coding tool responses to recommend the next best actions.



### Charge correction

The bot automates the process of submitting and changing claims codes, service dates, and member and provider information.

Sutherland Healthcare deployed RPA and Digital Workforce solutions to transform Northwell's operations. Through Digital Workforce, RPA bots and process automations focus on tedious, repetitive functions — enabling Northwell employees to perform at the top of their skillsets.

Far more than bots, Sutherland Healthcare professionals use their industry expertise and analytics to provide Northwell with reports and insights that can help them make better, more-informed decisions faster and take action sooner.

For example, open enrollment may bring large shifts to other payers — a development that Northwell needs to know about before it happens. Through analytics and insights, Sutherland Healthcare can focus on and share information about the shifts in payers and payer behaviors.

Because of their healthcare industry expertise, Sutherland Healthcare professionals can spot the trends and offer insights that enable Northwell to plan and allocate resources effectively, minimizing disruptions to its operations or employees.

## Outcomes

- **10%** improvement in net collection rate
- **15%** conversion from self-pay to insurance payer
- **40%** of claims status inquiries are automated
- **15%** reduction in FTE requirements on claim status
- **10%** reduction in authorizations FTE requirements
- **10%** reduction in insurance discovery FTE requirements
- **25%** turnaround improvement in real-time batch eligibility verification

**“We continue to partner with Sutherland to use RPA to take over more and more steps of the process, revealing a whole new frontier for us in term of capability.”**

Stephen Rosalia  
Revenue Cycle  
Northwell Health

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**“Sutherland's robotic process automation and analytic capabilities have driven efficiencies of scale and accuracy across silos.”**

Marc Paradis, Vice President, Data Strategy  
Northwell Holdings and Ventures  
Northwell Health

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