Our Robotic Process Automation Journey

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Provide an overview of our RPA journey

• RPA overview
• Current and planned automations
• Implementation approach
• Lessons Learned
Division is focused on an intelligent automation journey

Tier 1 – Initial Application
- Simple Robotic Process Automation
- Simple Workflow & Apps
- Basic Data Capture
- Basic Dashboard & Monitoring

Tier 2 – Functional Performance
- Complex Robotic Process Automation
- Business Process Management iBPMs
- Intelligent Data Capture & Extraction
- Advanced Analytics

Tier 3 – Differentiated Performance
- Natural Language Processing
- Intelligent IVR & Chatbots
- Voice-to-text Technology
- AI-driven Machine Learning Technology

Where we are in our journey
When is RPA relevant?

- Repeated Manual Tasks
- High Volume Tasks
- Rule-Based Limited Judgement
- Low Exception Volume
- Error Prone
- Searching, Updating, Reporting
- Matching, Comparing, Merging Data
- Extracting Data from various sources

Use Cases

- Authorization Submissions
- Claims Eligibility and Status Checking
- Denials Management
- Charge Reconciliation
- Physician Credentialing
- Quality Assurance
- Claims Processing
- Claims Image Searching

Industry Benchmark Benefits

- 90% Pre-Auth Volume Capture
- 85-95% Claim Status Performed
- Reduced Denial Backlog & Turnaround Time
- 90% Reconciliation at the Encounter Level
- Captures Credential Lapses Prior to Service
- Improved Compliance Rates and Quality
- 90% Reduction in Avg. Handling Times
- 75% Reduction in Claims Search Time

Initial implementation hits RPA sweet spots.

Targeted benchmark/ROI goals will be evaluated as part of the pilot process.
“Next is Now” is a driving force in the Division as we look to implement automation.

- **blue prism® AI Labs**
- **blue prism® Community**
- **Digital Exchange (DX) + Technology Alliance Program (TAP)**

**6 Intelligent Skills**
- Visual
- Problem Solving
- Planning + Sequencing
- Learning
- Knowledge + Insight
- Collaboration

**Addressing Process Items**
- High Volume
- Repetitive
- Manually Intensive
- Legacy Systems
- Rule Based
- High FTE Effort
Team is currently focused on automation to support Member Touch Point Measures and Audit Coordination

Current automation efforts
• Development of case file documentation for MTM and audit coordination
  • Completed and approved process design documents
  • Conduct user acceptance testing

Planned future automation
• Corporate Quality and Customer Audit Services
  • Expand case file documentation for all other internal claims processing systems and other Blue Cross Blue Shield Association mandated audits
  • Begin development of manual attestation processes for SOC and Federal Employee Program
  • Retrieval of source documents
  • Implementation of manual reporting activities for Association mandated programs
• Other Areas
  • Evaluation of SOC control testing automation
  • Data migration between various audit systems
  • Internal controls owned by Office of the General Auditor and Corporate Compliance
  • Special investigation case files
Maintain a sound approach focused on areas that are ready, willing and able

Vendor Identification and Selection
- What problem are we trying to solve for?
- Vendor Evaluation and Selection
- Contract Negotiation
- Define Program Objectives and Implementation Roadmap
- Schedule Ongoing Executive Touch Points

Implementations
- Define Requirements (Refer Above)
- Monitor Development through Demonstrations
- Readiness! Readiness! Readiness!
- Execute User Acceptance Testing
- Pilot! Pilot! Pilot!

Ongoing Support
- Update Roadmap (Refer Above)
- Enhance End User Support
- Communicate! Communicate! Communicate!
- Maintain Vendor Alignment
- Monitor End User Satisfaction
Learn from the past or you’re doomed to repeat it

People
• Require iterative training for refresher, use of videos for efficiency
• Mind set change from “that’s how we always did things”
• Manual processes completed by workforce members require change management support

Process
• Opportunity to standardize similar processes
• Robots can be powerful but strike a balance
• Pilots are important and plan for more testing than you think
• Redundancies reduced, increases efficiency and transparency
• Document a playbook for who you talked to throughout the process to help streamline future automation
• Have test data ready for all types of scenarios before automation begins
• Know your required system roles for your people and your robots

Technology
• Engage with your IT department frequently and often
• Understand and vet the required technical setup at the beginning of the implementation
• Tools typically require significant platform planning for internal user and external user access
• Number of servers needed and space requirements
• Number of machines needed (PCs, laptops or VDIs)

Vendor
• Maintain the partnership and grow through collaboration
• Remember the strategic nature of the program and stay connected even if you aren’t currently developing new robots
• Ensure third party vendors are willing to impart enough knowledge so that the system can be maintained and modified when they leave