Roots Automation
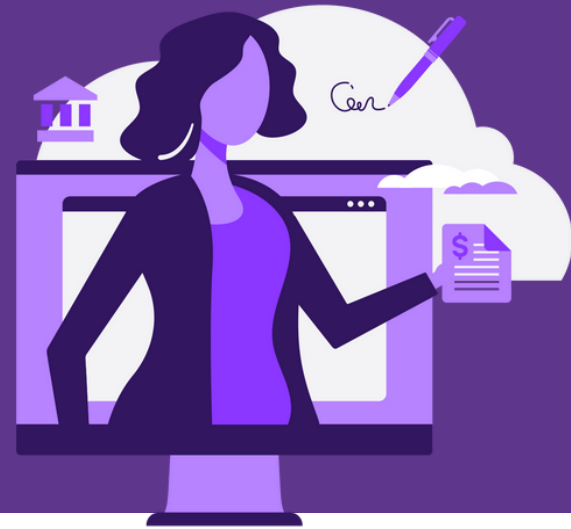
Roxanne
Your Digital Claims Assistant

Key Claims Processes

▸ Claims Setup
▸ Claim Acknowledgement
▸ Establishing Initial Reserve
▸ Assigning Claims

▸ Indexing Documents
▸ Reviewing Time-Sensitive Documents
▸ Making Payments and Closing Claims

System Knowledge

Guidewire

Duck Creek

Majesco

Microsoft, Excel, Word,

Outlook ImageRight

eSolutions

Insurity

Alfresco

EPS

Waystar

Change Healthcare, Medicare
Insurance portal

Your own systems

Document Knowledge

Medical claim forms (CMS-1500, UB04)

Medical Reports

Insurance Cards

Various ACORD forms

Unstructured claims correspondence -
emails/mail

Your custom documents

Key Responsibilities

▸ Automate tasks and activities across the entire claims process
▸ Receive, classify and index claims documents
▸ Manage FNOL, FROI and claims correspondence
▸ Analyze and extract data held within documents, emails, IT systems
▸ Make complex decisions around eligibility and claims verification
▸ Work with human colleagues to troubleshoot exceptions
▸ Continually update their own process, system & data knowledge

Key Skills

▸ Read and understand data held within documents (from emails, forms, systems etc)
▸ Make decisions around customer and claims identity
▸ Update systems and transact data to support all stages of the Claims Process (from FNOL to subrogation)
▸ Work with colleagues to troubleshoot anomalies and exceptions

Fully-Loaded

▸ IT Equipment & Maintenance
▸ Training and Improvement
▸ Management and Reporting Suite
▸ Communication and Collaboration
▸ Tools 24/7 Availability
▸ 100% Utilization

**10 Intermediate
Claims Assistants**

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$70,000 - $98,000
per person
(fully loaded)

=

$980,000 p.a.
Total estimated fully-loaded
Human Equivalent cost