THE AUTOMATOR

CAMP TEK

As we are well on our way to the end of the year and the end of the quarter, it's hard not to reflect on the past year and beyond. This year was not nearly as daunting as 2020 (speaking to CampTek Software's experience, exclusively) but 2021 has also not been an easy year.

Our team takes comfort in knowing that we are working, daily, to help our customers and partners think through solutions that may make even a little bit of a difference in combating some of these challenges. We continue to be grateful to our customers who have signed on or renewed with us, even during these uncertain times. We are thankful to our partners and colleagues who continue to contribute to the spirit of problem-solving and sharing our goal of finding ways to "do work" more efficiently and effectively.

So, to you – our customers, our colleagues, partners and friends: we are thankful for you, your partnership, your trust and your business.

– Amy Wooldridge, VP Operations & Customer Success
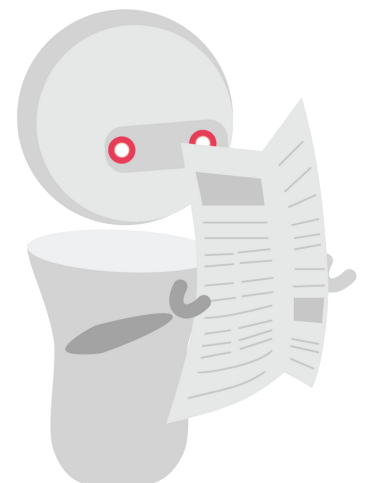
CONTENT

Case Study: Cerner Encounter Payer Validation

A leading healthcare provider with over 50 hospitals needed to streamline its eligibility process utilizing Robotic Process Automation (RPA). CampTek Software, with its experience in Healthcare (RCM) and more importantly the Cerner PFS system, instituted its RPA full life cycle methodology to design the automation successfully within weeks with great success.

Challenge:
Full-time employees had to manually enter an encounter number, name and several other pieces of demographic information for over 670 patients daily. The workflow had many steps and variables that added to the overall complexity. The process manages 4 payers: Aetna, Blue Cross, Humana, United Healthcare and includes business rules and there were exceptions for each.

Solution:
By utilizing Robotic Process Automation (RPA), CampTek Software was able to automate the entire process. The timeline from analysis, development, client acceptance and then into live production was a roughly four weeks from start to finish. The 13,000+ claim checks per month runs daily and has shown to dramatically reduce A/R days with very high success. FTE hours saved is averaging 542/month. The Bot types data into 30 fields and loops through images and handles unexpected errors in Citrix. With the success of this first RPA Bot in only one of its Central Business Organizations, the customer now plans to roll it out to an additional 21 CBO's.

CampTek Software has once again proven its leadership in the healthcare market by successfully automating this complex and mission critical solution for its customers in a short time frame.

Facts about the running Bot:
- Number of payers: 4 (Aetna, Blue Cross, Humana, United Healthcare)
- Exception handling: The bot handles 10 business rule exceptions, 4 manually thrown system exceptions and any other random system exceptions
- Transactions per month: 11000-14000
- Saves over 1000+ hours a month in manual hours

Watch this Bot run!
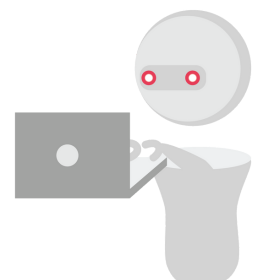
Upcoming Events!

Looking for more industry-relevant information and professional development? Each month, the CampTek team will provide brief information on upcoming webinars, conferences and other events in this section.

Launching your Career in Robotic Process Automation (RPA)

Hosted By: Digital Natives Meetup

Dates: December 20th, 6-8pm
Location: Online

Please join us at this event where you will be learning some fundamentals of UIPath such as RPA Use Cases, RPA Benefits, hands-on demo on how to build attended bots, best practices, and more.

Register here!

SOC 2 Certification - Why it Matters
by Peter Camp

SOC 2 (System and Organization Controls 2) is a type of audit report that attests to the trustworthiness of services provided by a service organization. It is commonly used to assess the risks associated with outsourced software solutions that store customer data online.

These Certifications are increasing in number by the day. Software like SecureFrame helps companies reduce costs and time to become SOC 2 certified. This type of software also provides real-time indicators of the security practices a company is following. As companies must keep their SOC 2 Type I annual audit certification in good standing.

So why is SOC 2 Certification important? In one word: Standardization.
SOC 2 ensures that an organization is using industry-standard techniques to protect their data, privacy and most importantly, the production systems their customers use. With this type of certification, RPA SaaS Providers like CampTek Software can give their customers peace of mind, knowing their practices are secure and compliant with SOC 2.

Developed by the American Institute of CPAs (AICPA), SOC 2 defines criteria for managing customer data based on five "trust service principles"—security, availability, processing integrity, confidentiality and privacy.

Here is some background on SOC 2 certification:
SOC 2 certification is issued by outside auditors. They assess the extent to which a vendor complies with one or more of the five trust principles based on the systems and processes in place. Trust principles are broken down as follows:

Security. The security principle refers to protection of system resources against unauthorized access. Access controls help prevent potential system abuse, theft or unauthorized removal of data, misuse of software, and improper alteration or disclosure of information. IT security tools such as network and web application firewalls (WAFs), two factor authentication and intrusion detection are useful in preventing security breaches that can lead to unauthorized access of systems and data.

Availability. The availability principle refers to the accessibility of the system, products or services as stipulated by a contract or service level agreement (SLA). As such, the minimum acceptable performance level for system availability is set by both parties. This principle does not address system functionality and usability, but does involve security-related criteria that may affect availability. Monitoring network performance and availability, site failover and security incident handling are critical in this context.

Processing integrity. The processing integrity principle addresses whether a system achieves its purpose (i.e., delivers the right data at the right price at the right time). Accordingly, data processing must be complete, valid, accurate, timely and authorized. However, processing integrity does not necessarily imply data integrity. If data contains errors prior to being input into the system, detecting them is not usually the responsibility of the processing entity. Monitoring of data processing, coupled with quality assurance procedures, can help ensure processing integrity.

Confidentiality. Data is considered confidential if its access and disclosure is restricted to a specified set of persons or organizations. Examples may include data intended only for company personnel, as well as business plans, intellectual property, internal price lists and other types of sensitive financial information. Encryption is an important control for protecting confidentiality during transmission. Network and application firewalls, together with rigorous access controls, can be used to safeguard information being processed or stored on computer systems.

Privacy The privacy principle addresses the system's collection, use, retention, disclosure, and disposal of personal information in conformity with an organization's privacy notice, as well as with criteria set forth in the AICPA's generally accepted privacy principles (GAPP). Personal identifiable information (PII) refers to details that can distinguish an individual (e.g., name, address, Social Security number). Some personal data related to health, race, sexuality, and religion is also considered sensitive and generally requires an extra level of protection. Controls must be put in place to protect all PII from unauthorized access.

CampTek Team Member Highlight: Meet Gretchen Hyslip!

Hometown: Boston Massachusetts
Position at CampTek Software: Program and Executive Operations Manager
Description of position at CampTek Software: I assist with the Citizen Developer (CDaaS program and day to day operations!
Favorite part about working at CampTek Software: The People! Everyone is dedicated, drive and always willing to help.
Hobbies: Film Photography, Baking and Yoga
One item on your bucket list: Learn to play the piano
Favorite Music: Van Morrison, Wilco, Stevie Nicks... the list goes on!

Find us on Social Media!

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