



BUSINESS PROCESS AUTOMATION SUCCESS STORY

MONITORING LEGAL COMPLIANCE

The Schneider Downs Business Process Automation team developed an automated solution for a not-for-profit client to ensure that it was meeting state guidelines on how often its clients were subject to medical examinations.

The Manual Process

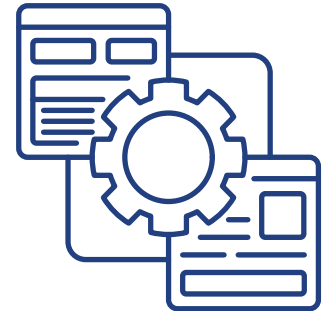
The client's annual billing process required the tracking of clients to be billed in the upcoming month along with analysis of each client's service agreement details.

- There were varying thresholds for different examination types, complicating the compliance code.
- Employees were forced to monitor these thresholds themselves, which:
 - » Was drawing them away from other work;
 - » Was an area of high risk because of the varying thresholds;
 - » Sometimes resulted in the company being out of compliance.

The Impact of Automation

Introducing automation ensured that the company was staying in compliance with state legislature to protect itself from fines or other penalties and provided the ability to sort through complex compliance codes that may be difficult or time-consuming for humans. The RPAs also created an alerting system for clients needing medical attention, allowing company personnel to focus their attention to critical examinations.

The system also proved beneficial by maintaining a paper trail for management to maintain historical compliance data and provided proactive notifications that allow management to have better visibility to the current state of compliance. Finally, the alerting system standardized the process for meeting company policy.



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For more information visit www.schneiderdowns.com/rpa or contact Patrick B. Armknecht CPA, CITP at parmknecht@schneiderdowns.com.