

CASE STUDY

Correspondence Automation – Document Routing & Response Compliance



>95%

Response Compliance

2%

Misrouting Rate (Down from 20%)

60%

Reduction in Manual Handling Time

Overview

A national provider organization struggled to manage 500–1,000+ daily correspondence items—payer letters, requests for information, and denial notices—leading to compliance risk and resolution delays. GeBBS introduced an RPA-based Correspondence Management solution to automate categorization, routing, and response tracking across HIM and PFS teams.

Opportunities & Challenges

The organization’s manual process caused:

- 10–20 minutes of manual handling per document
- Misrouting rates up to 15–20%, increasing rework and audit risk
- Response compliance near 70%, causing missed deadlines
- 5–10% document loss during manual transfers

Outcomes



Processing Time:
Reduced from 10–20 mins to under 5 mins per item



Response Compliance:
Improved from 70% to >95%



Manual Effort:
Staff time on routine correspondence reduced by 60%



Misrouting Rate:
Cut from 15–20% to <2%



Document Loss:
Reduced to near zero

Solution

Automated Categorization, Routing & Tracking

GeBBS deployed RPA to:

- Read and classify documents by type and payer source
- Auto-route items to coding, billing, or appeals teams
- Track completion and SLA compliance with escalation alerts
- Centralize logs for audit transparency and compliance reporting

Key Takeaways

- Correspondence automation improves compliance, traceability, and throughput.
- Centralized monitoring enables defensible audit trails.
- Exception-based work increases responsiveness and quality.

“ We now move from intake to action in minutes—not hours. With misroutes nearly eliminated and response SLAs consistently met, our compliance posture has never been stronger. ”

— [Director, Health Information Management]

Conclusion

By integrating RPA into correspondence workflows, GeBBS delivered measurable gains in speed, compliance, and accuracy—empowering HIM leaders to strengthen governance and PFS teams to focus on higher-value resolution.

