CASE STUDY

Payment Posting Automation (EOB/ERA Processing)





Productivity Increase per User 20M+

In Payments Processed Error-Free



Overview

A multi-facility hospital group experienced growing volumes of EOB/ERA transactions, manual reconciliation bottlenecks, and reporting delays. GeBBS implemented an RPA-based Payment Posting solution, integrated with EHR and clearinghouse systems, to automate ingestion, mapping, and reconciliation—driving audit-ready accuracy and faster financial close.

Opportunities & Challenges

The client's finance teams faced:

- Manual touch time per payment limiting throughput
- Frequent mismatches between ERAs/EOBs and claim data
- Reconciliation slowdowns delaying month-end close
- Lack of real-time visibility into posting status and exceptions

Outcomes



6× Productivity Gain:

Major lift in payments posted per user



Error-Free Posting:

Over \$20M processed without posting errors



Financial Visibility:

Faster reconciliation supporting timely close and reporting



Resource Optimization:

Staff redeployed to denials, audits, and financial analysis

Conclusion

GeBBS' payment posting automation delivered precision, scale, and control—processing \$20M+ in payments error-free and unlocking sixfold productivity gains, strengthening financial integrity and cash flow visibility.

Solution

Automated EOB/ERA Extraction & Posting

GeBBS deployed RPA to:

- Retrieve ERAs and EOBs automatically from multiple payer sources
- Map payment elements to corresponding claims with intelligent matching
- Reconcile posted vs. expected amounts in near real time
- Log and track exceptions for audit-ready documentation

Key Takeaways

- EOB/ERA automation removes manual error risk and backlog.
- Real-time reconciliation improves transparency and compliance.
- Scalable posting workflows accelerate revenue recognition.

Our posting accuracy and speed have dramatically improved.
GeBBS automated the heavy lift so our teams can focus on higher-value denials and audit work.

— [VP, Revenue Integrity]









