

A KEY CAPABILITY IN YOUR AUTOMATION TOOLBOX

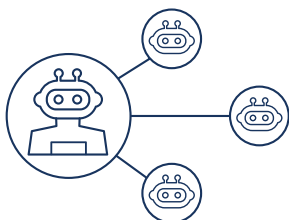
The need for automation and real-time information has never been greater for healthcare organizations. Robotic Process Automation (RPA) is quickly becoming a major component for healthcare providers around the world both for standard care, and in the wake of the COVID-19 pandemic. In fact, analyst firm Gartner predicts that within the next 3 years, 50% of U.S. healthcare providers will invest in RPA¹.

As productivity requirements rise and healthcare organizations face an expanding backlog of integration needs, RPA can be strategically implemented to automate repetitive tasks and connect systems to simplify healthcare delivery, eliminate data silos, and improve patient outcomes.

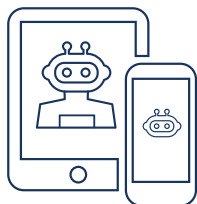
Appian RPA Healthcare Applications

Provider Enrollment, Onboarding & Configuration: Automates credential verification lookups	Claims Modernization: Automates claims triage, queueing and routing using sophisticated criteria
Billing Management and Claims Status Automation: Integrate payer claims status systems to automatically return a status on unpaid claims	Clinician Onboarding and Credentialing Management: Enables recruiters and hiring managers to quickly route and verify clinician licensure
Member Enrollment, Onboarding & Maintenance: Automates member data verification, system updates and maintenance tasks	External Physician Referral Management: Appropriately triage patient referrals based on diagnosis, geographic proximity, and clinical quality indicators
Claims Status Automation: Enables digital workers to check on claims status and notify stakeholders of status	Invoice Approvals Tracking: Rapidly automate and route inbound invoices for payment to ensure late charges do not accrue

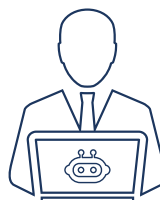
Appian RPA is a cloud-native technology for robotic task automation that increases efficiency, reduces data errors, and lowers costs. Appian RPA is part of Appian's full-stack automation, which combines RPA, workflow, decision rules, AI, and case management, giving healthcare organizations the right technology for the right use case so providers can spend more time serving patients and less time in front of a screen.



Connect robots into any broader business process



Deploy and monitor bots from any device



Bring humans into the loop to handle robot exceptions



Analyze value and impact of all bot processes

¹ Gartner - May 21, 2020 <https://ap.pn/2ZTV0UI>



APPIAN RPA KEY FEATURES

- **Powerful Governance:** Centrally manage, monitor, and deploy bots across the organization to increase scale and performance.
- **Secure, Cloud RPA:** Simplify access and adoption of RPA across Appian's globally available and highly secure cloud.
- **Dynamic Exception Handling:** Best-in-class human-in-the-loop capabilities to handle exceptions and ad-hoc activities.
- **Robust Java Development:** Provide developers greater control to create sophisticated bots that can handle even the most complicated tasks.
- **Deployment Flexibility:** Create unlimited bots and deploy in both Windows and Linux environments, optimizing the cost of operating a digital workforce.
- **Detailed Audit Trails:** Complete visibility into every RPA process and action for control and optimization of your digital workforce.
- **Self-Service Execution:** Bots can be executed on-demand, providing increased productivity for business users and greater ROI for your organization.
- **End-to-End Automation:** Powerful process orchestration, exception-handling, and integration capabilities enable end-to-end business process automation – and bigger business impact.
- **Optimize Business Processes and Identify Process Improvement Opportunities:** Analyze robot and process data to uncover bottlenecks or identify digital workforce optimization opportunities.
- **Centrally Manage ALL Automation:** With Appian RPA, you also receive Appian Robotic Workforce Manager – manage Appian bots and process automation, as well as third-party RPA bots across the enterprise.



Visit appian.com/RPA to learn more.



Appian gives us a powerful platform to rapidly combine data with process in business apps that drive better decisions, easier collaboration, and faster response.



SENIOR EXECUTIVE, LEADING NORTH AMERICAN HEALTHCARE INSURER

About Appian

Appian provides a low-code automation platform that accelerates the creation of high-impact business applications. Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance. For more information, visit appian.com/RPA.