

Lumevity: Finding quick automation wins with FortressIQ



ORGANIZATION PROFILE

Lumevity—a Highmark Health subsidiary—is built to consult and implement business transformations. Lumevity had been evaluating and analyzing business processes for improvement opportunities through observations, side-by-sides, and user interviews. For its automation projects, a process analyst would walk through the process with business users over a series of conversations to manually develop the current state process map. The approach was slow, pulled teams out of their workflow, and interrupted processes. So, when Lumevity wanted to realize faster progress and eliminate the disruptive interviews, it needed another approach.

CHALLENGE

- Accelerate the discovery of process transformation opportunities.
- Gather granular process intelligence without disrupting workers.
- Identify data driven insights to provide impactful and sustainable results.

Lumevity then discovered FortressIQ and embarked on an eight-week project to gather process intelligence within its health plan operations and benefits department.

SOLUTION

- Quickly gather detailed process intelligence to identify a prioritized list of opportunities.
- Identify process reengineering, optimization automation prospects to provide quick and impactful results.
- Use initial findings to expand improvements across a 200-person team.

Lumevity deployed FortressIQ across three distinct health plan operations in: client onboarding, benefits coding, and benefits testing. In just two weeks, it gathered enough process intelligence to define a prioritized list of tasks and processes ideal for transformation, reengineering, and/or automation—all without disruption to the workers or the processes.

RESULTS

- Automation of up to 25% of worker effort across multiple benefit processes.
- Identification of additional optimization and modernization opportunities.
- Improvements in decision-making processes to enable end-to-end process automations.

Company

Highmark Health

Website

highmarkhealth.org

Headquarters

Pittsburgh, PA

Industry

Healthcare

Employees

38,000

Goals

Identify process transformation and automation opportunities within its health plan operations and benefits department.

"FortressIQ lets us perform a much more detailed process analysis with minimal disruption to the business, at a lower cost, and with maximum coverage."

—Leslie Carter,
Vice President,
Automation Solutions
and Enablement,
Lumevity

After an extensive evaluation of other process discovery vendors, Lumevity selected FortressIQ due to its low cost, ease of use, technology, ability to monitor at the desktop, and delivery of fast insights without end user interruptions. It was also impressed by the much more detailed process analysis and maximum process coverage delivered by FortressIQ.

The process intelligence gathered by FortressIQ gave the organization a data-driven method to guide process improvement efforts. Those insights included opportunities to reduce significant manual effort, increase consistency, and automate much of the targeted processes.

Across various benefits processes, Lumevity found five immediate automation opportunities using process intelligence from FortressIQ. These included saving up to 15% of time by eliminating the referencing of 20-plus files, saving up to 40% of time interpreting unstructured data for subsequent data entry, and saving up to 70% of client onboarding time simply by adjusting current processes. FortressIQ insights also identified a time savings of 33% through automation of claims creation and validation efforts.

Categorizing outcomes into process re-engineering, digital transformation, intelligent automation, or labor arbitrage, Lumevity will be using process intelligence from FortressIQ to make quick, meaningful, and sustainable improvements in its benefits operations. Those process improvements can then be instantly scaled across hundreds of workers, enabling them to work greater efficiency, with more accuracy, and with higher job satisfaction.

"FortressIQ provides distinct opportunities for process improvement, re-engineering and automation. It's easy to prioritize transformation opportunities because it highlights the high-volume, repetitive, and rules-based processes that provide quick and impactful results."

—**Leslie Carter**,
Vice President,
Automation Solutions
and Enablement,
Lumevity

HIGHMARK SOLUTIONS

Highmark Health is a Pittsburgh, PA-based provider of health insurance, healthcare services, and technology innovations in support of more than 9 million members, 2,500 healthcare workers, and 13 hospitals. It is a large and complex organization, with more than 38,000 employees across several subsidiaries.

As with many others in the healthcare industry, Highmark Health is experiencing unprecedented pressure from fighting a pandemic while striving to improve all patient outcomes, manage revenue, optimize resources, and reduce costs. Transforming internal processes to maximize efficiency and effectiveness is crucial to delivering on all these fronts.

Lumevity, a wholly owned subsidiary of Highmark Health, helps companies transform in ways that drive direct financial benefits while improving quality and increasing employee engagement. Lumevity partners with companies to drive transformation quickly and effectively with ready-to-deploy, integrated capabilities centering on organization effectiveness, automation solutions, agile approaches, ideation solutions, readiness and adoption, and employee activation. Lumevity fills capability and capacity gaps quickly to get its partners on the path to eliminating inefficiencies, creating new revenue opportunities, inspiring and enabling teams to do innovative work, and delivering enhanced outcomes for customers. To learn more, visit www.lumevity.com.

About Automation Anywhere

Automation Anywhere is a global leader in Robotic Process Automation (RPA), automating business processes with software bots performing repetitive, manual tasks, resulting in productivity gains and improved customer experience. Visit www.automationanywhere.com.

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