

Intelligent Document Processing (IDP) in Healthcare

Expanding the Scope of Automation
in Healthcare

U -
S T

This document has been licensed to UST

Anil Vijayan, Partner
Ashwin Gopakumar, Practice Director
Utkarsh Shahdeo, Senior Analyst

Executive Summary

The COVID-19 pandemic heavily impacted the healthcare industry, with healthcare payers and providers grappling with a shortage of resources due to skyrocketing demand, reduced operational margins due to economic uncertainties, and additional administrative cost overheads. Several new trends, such as telehealth, digitalization, and automation, emerged to sustain and transform the healthcare industry post the crisis. These challenges led to a paradigm shift in the mindset of the healthcare industry's leadership.

Intelligent Document Processing (IDP) is a software product or solution that captures data from documents (such as emails, text, PDFs, and scanned documents), categorizes it, and extracts relevant data for further processing using Artificial Intelligence (AI) technologies such as computer vision, Optical Character Recognition (OCR), Natural Language Processing (NLP), and Machine Learning (ML). IDP has helped enterprises save costs and improve productivity by automating data capture from documents. The underlying AI technology enables the solution to efficiently handle variations in documents and achieve a reasonably high field-level accuracy of data extraction. Additionally, IDP solutions have the ability to learn from corrections and human feedback, which further improves their performance. Today, IDP has found widespread applications across industries, including healthcare.

In fact, IDP adoption grew 30-35% YoY among healthcare payers and a whopping 190-200% YoY among providers in 2020. In addition to more payers and providers adopting IDP, new use cases, especially among healthcare providers, also drove growth. While claims processing among payers has traditionally been the most prevalent IDP use case in healthcare, IDP is being increasingly adopted for processes such as:

- Patient registration in hospitals
- Member enrollment
- Explanation of benefits
- Vaccination management

In this report, we examine:

- Challenges and emerging trends in the healthcare sector
- Intelligent automation adoption in healthcare
- Key capabilities of IDP solutions and their benefits for enterprises
- How the healthcare sector is leveraging IDP

The research will benefit:

- Chief Operating Officers and other heads charged with improving operations in healthcare payer and provider enterprises
- Digital transformation and automation leaders in the healthcare sector
- Executives in charge of optimizing healthcare processes