



CASE STUDY

Transforming Healthcare Correspondence Management

About the Organization

A large regional healthcare system has provided high-quality, cost-effective and patient-focused care to its community for more than a century. As one of the largest providers in its region, the organization supports more than one million outpatient visits each year.

The Challenge

The organization needed a more efficient way to manage and organize a high volume of patient correspondence and financial transaction data.

The existing process required significant manual effort to sort, classify and index correspondence from commercial and government insurance payers. This created operational inefficiencies and required valuable staff time before teams could begin downstream processing and reconciliation activities.

The Solution: *Intelligent Data Automation*

Fifth Third partnered with the organization to implement its **Big Data Healthcare (BDHC)** revenue cycle solutions, designed to improve end-to-end reconciliation and streamline workflows. Because the solutions integrate with existing electronic medical records, clearinghouses, banking platforms and lockbox services, the organization was able to enhance its revenue cycle without disrupting established systems.

Through **intelligent data automation**, the organization gained:

- **Real-time visibility** into payment, remittance and correspondence files
- **Automated workflows** to reduce manual processing and improve efficiency
- **Advanced data analytics dashboards** that provide reporting and operational insights

BDHC Solutions

- + **Automated Reconciliation**
Reconcile deposit and remittance files across multiple sources
- + **Enterprise Cash Management**
Improve visibility into transactions and streamline processes between revenue cycle and accounting teams
- + **EOB and Correspondence Conversion**
Capture and convert explanation of benefits (EOB) and other correspondence into structured formats that support automated posting and workflows
- + **Patient Payment Reconciliation**
Convert patient payments into reconciled files for seamless posting
- + **Advanced Data Analytics**
Use interactive, HIPAA-compliant dashboards for reporting and decision-making

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The Results

Following implementation, the organization achieved meaningful improvements in its correspondence management processes.

By leveraging BDHC solutions, the organization was able to:

- Reduce manual sorting and indexing efforts
- Improve operational efficiency through automation
- Enhance accuracy in document classification and reconciliation
- Establish a more scalable and sustainable workflow

The solution integrates with existing systems and leverages automation and AI to systematically index and classify documents, supporting a more streamlined and effective revenue cycle process.

Partner With Us

Discover how Fifth Third's BDHC solutions can help your healthcare organization streamline processes, reconciliation and correspondence management with intelligent data automation.

Learn more at 53.com/BDHC.



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