GUARDANT™

CASE STUDY

Neev Systems helped Guardant Health to automate the patient insurance eligibility process and helped to achieve a 60% reduction in the manual effort

Client
Guardant Health

Location
Redwood City, California, US

Industry
Biotechnology Research

About the Client

Guardant Health is a leading precision oncology company dedicated to conquering cancer worldwide. With its proprietary blood tests, extensive data sets, and advanced analytics, Guardant Health leverages its oncology platform to drive commercial adoption, improve patient clinical outcomes, and reduce healthcare costs throughout the cancer care continuum.

Challenges

Guardant Health faced challenges with its manual process for reimbursement of Patient Access (RPA) users and the Financial Assistance Program. The key objective was to provide patients with estimated OOPs (out-of-pocket) upfront, enabling them to make informed decisions about proceeding with the required tests.

Solutions

To help Guardant Health address the challenges, Neev Systems implemented a solution by creating the integration workflows to increase the level of automation to fetch patient's insurance eligibility and Financial data by leveraging the third-party vendors. For usage by the reimbursement team, the extracted data was subsequently loaded into Salesforce CRM.

Applications/Technologies Used:

Mulesoft	Salesforce CRM	AWS SQS	AWS Athena

Benefits

- **60%** of the manual work which was in place was automated.
- Saved around **100** person-hours per month.
- Improved accuracy and efficiency.
- Ability to handle more data for future needs.

Approach and Methodology

- Designed the integration architecture and solution approach by understanding the business needs and challenges currently facing.

- Implemented the end-to-end seamless integration solution by integrating with different systems and third party vendors to automatically obtain the patient's insurance eligibility and finance data.

- When a request meets the defined criteria, flows are in place to automatically process and store benefits data from EDI 271 data format based on rule sets defined.

- To comply with HIPAA regulations while handling the sensitive data, necessary steps are taken to ensure that PHI was never displayed or stored in any of the processes.

- Monitoring dashboards were set up to track the performance and detect issues.

- Established a support process to address any issues and configured real time alerts to reduce the manual support effort.

About Neev Systems

Neev Systems is a reliable IT partner committed to providing tailored solutions and services in and around Digital Transformation, Cloud Computing, Integration Services, ERP Solutions, and Product Engineering Services. Our mission is to leverage a collaboration-first approach for building efficient, reliable, and flexible solutions that help clients adapt quickly to shifting market dynamics and changing customer demands.

Partner with us and experience the benefits of working with a trusted IT partner that delivers exceptional quality and value.

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