



CASE STUDY

Neev Systems implemented an integration solution to help Guardant Health automate the reimbursement appeal process



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 their existing reimbursement appeal process implemented using Python and shell scripts. The process was not scalable and lacked support for multiple products simultaneously. The process also lacked ongoing support and presented limitations in its functionality.



Solutions

Neev Systems built and implemented workflows and processes to automate reimbursement appeals, enhancing the efficiency and accuracy of the appeal-sending process. The integration also provided the capability to fax appeals when necessary. Automation of the appeal process increased revenue for tests and significantly reduced manual intervention.

Applications/Technologies Used:



Mulesoft



AWS SQS



AWS Kinesis



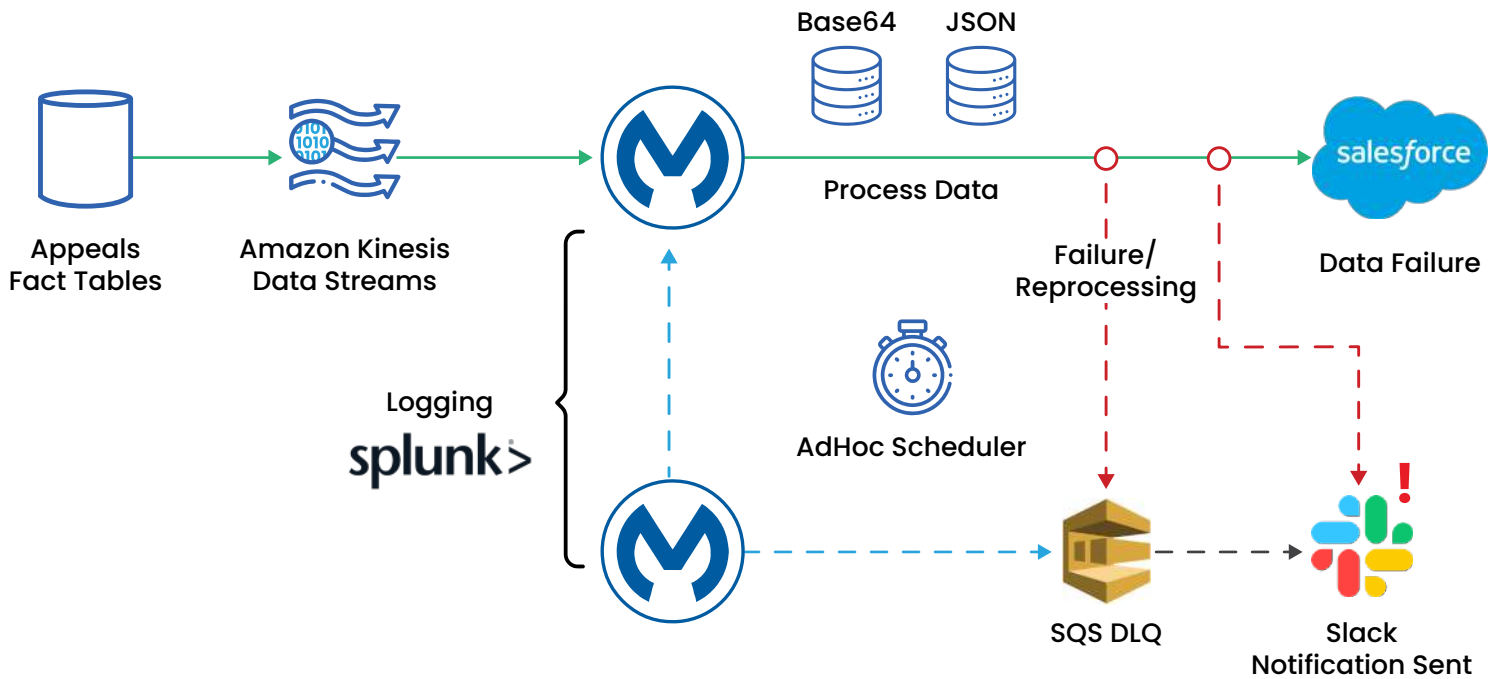
Salesforce CRM



Benefits

- ▶ Saved around **250 man-hours per month**.
- ▶ Potential quarterly savings of approximately **\$200K**
- ▶ Improved accuracy and efficiency in the appeal process, reducing errors and rework.
- ▶ Enhanced scalability, allowing seamless handling of multiple products simultaneously.

Approach and Methodology



- Data from the Appeal Fact Tables was pushed into Mulesoft through the AWS Kinesis stream.
- Once the payload was received, data transformation and mapping rules were applied to insert/update the data into Salesforce CRM.
- For each record, multiple statuses were received from the AWS Kinesis stream, such as New, Complete, Error, and appropriate actions were taken based on the integration.
- Real-time Slack alerts were set, and reprocessing was automated in case of any technical failures.
- Mulesoft integration flows were also configured to send the identified faxable appeals as part of the appeal automation, saving postage costs and enabling faster receipt of required information by the payor.

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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