

# Assessing potential AI + RPA vendors

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**It's important to know what you're looking for and set clear expectations when you're exploring an AI + RPA solution platform with a vendor.**

That's why we've developed the following checklist, which outlines the most important questions you should ask before signing on the dotted line. Grade your vendor on their capabilities by running through the items below. The higher the score, the more capable the vendor, with a score above 80 being preferable.

QUESTION FOR THE VENDOR	WHY IT MATTERS	ANSWER	Y= 10 N= 0
<b>Does your solution automate repetitive processes behind-the-scenes?</b>	True AI doesn't simply automate tasks, it reduces repetitive work and empowers your team to perform specialized tasks.	<b>Y N</b>	
<b>Does your solution query + retrieve smart, actionable data from multiple disparate sources?</b>	A robust AI platform can mine multiple data points to return the most enriched and complete answers.	<b>Y N</b>	
<b>Does your AI platform leverage machine learning + business rules to normalize data + automate workflow?</b>	Purpose-built AI includes business logic to drive intelligent workflow and trigger actionable steps for users.	<b>Y N</b>	
<b>Does your solution support multiple direct-payer connections so that the majority of my payer list is covered?</b>	AI can dramatically scale and flex to optimize payer connectivity and response. An experienced vendor should cover at least 75% of your payer connections.	<b>Y N</b>	
<b>Was your AI solution designed specifically for the Revenue Cycle by AI and RCM experts?</b>	An in-house team of skilled experts focused on the revenue cycle is necessary to drive efficiency and realize results.	<b>Y N</b>	
<b>Can your technology integrate with our HIS/PM system? (i.e., inbound/outbound files, APIs, etc.)</b>	Providing flexible integration is necessary for synchronous data sharing and real-time results.	<b>Y N</b>	
<b>Is your architecture platform scalable, or does it require custom build and maintenance?</b>	A truly scalable platform utilizes network effects by leveraging AI + business rules + deep system integration.	<b>Y N</b>	

QUESTION FOR THE VENDOR	WHY IT MATTERS	ANSWER	Y= 10 N= 0
<b>Do you have a dedicated implementation team and in-house client support?</b>	A simplified, fully supported implementation and integration process ensures your team won't experience disruptions.	<b>Y N</b>	
<b>Can I speak with your Chief Data Scientist?</b>	Organizations with true AI should have data scientists constantly developing and iterating models.	<b>Y N</b>	
<b>Are you continuing to develop this and other AI solutions?</b>	Choosing a partner with an innovation-first mentality will ensure that your AI solution will evolve to meet future needs.	<b>Y N</b>	

**TOTAL:**

To learn more about what your score means and what steps you can take to prepare your organization for AI adoption, **visit [Waystar.com/hubble](https://Waystar.com/hubble).**



## Powering the revenue cycle of tomorrow, today

We're proud to introduce Hubble, the robust AI platform that powers Prior Authorization and many of our other innovative solutions. Our behind-the-scenes technology grows smarter and faster with every exchange, intelligently automating once labor-intensive processes and empowering healthcare organizations to do more with limited resources. See what you can achieve with Hubble on your side.

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### ABOUT WAYSTAR

*Waystar simplifies and unifies the healthcare revenue cycle with innovative, cloud-based technology. Together, our technology, data and client support streamline workflows and improve financials for our clients, so they can focus on their patients.*