

PROWEB : RPA FOR HEALTHCARE

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HEALTH INSURANCE IN FRANCE (GENERAL SCHEME)



65 800 000 citizens covered

107 local agencies and many partners

82 000 clerks

HEALTH INSURANCE IN FRANCE (GENERAL SCHEME)

Benefits in cash, benefits in kind and many social security categories managed :

- ✓ Sickness benefits
- ✓ Accident at work and Occupational Diseases benefits
- ✓ Death grants
- ✓ Invalidity
- ✓ Long-term care benefits
- ✓ Maternity, paternity benefits
- ✓ Non-contributory special benefits



Act together, protect everyone

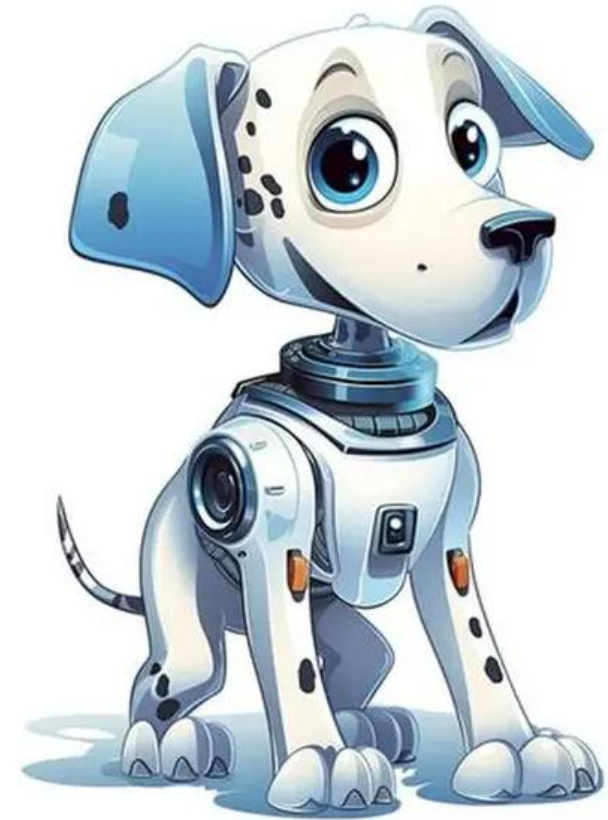
More than **400** IT applications in production

234 600 000 000 € benefits provided in 2024

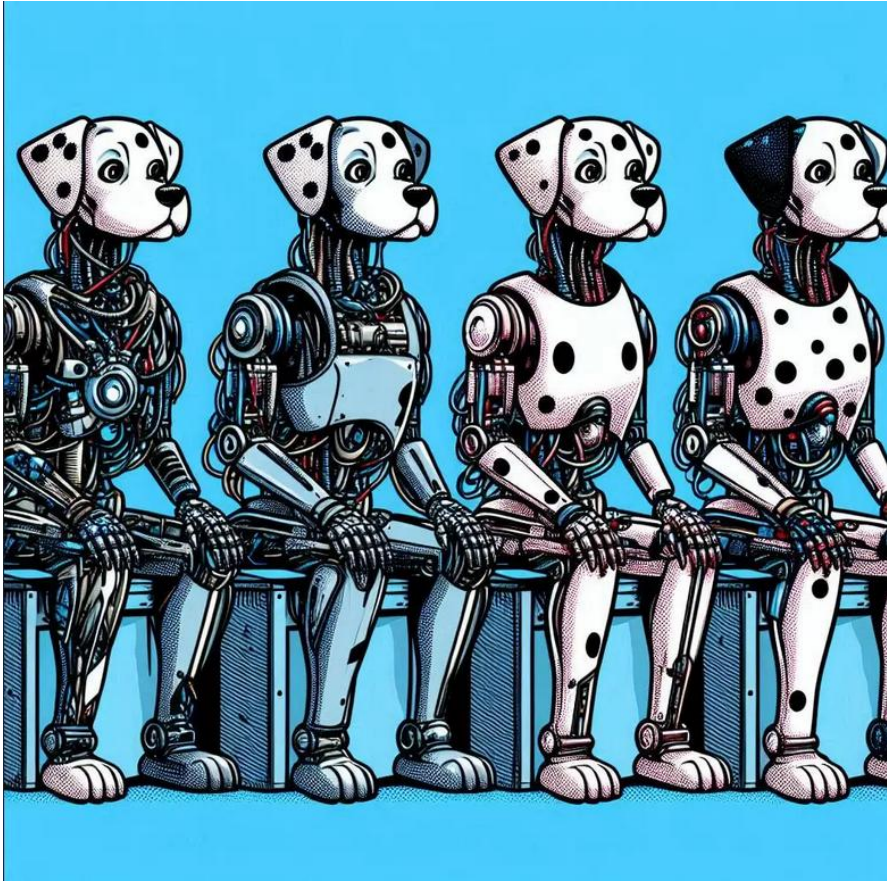
PROWEB

ProWeb is an automation solution created in 2012 by the health insurance local agency CPAM Lille-Douai.

ProWeb performs repetitive tasks of deleting, entering, reading or manipulating data in the various French health insurance IT applications.



THE SCENARIOS



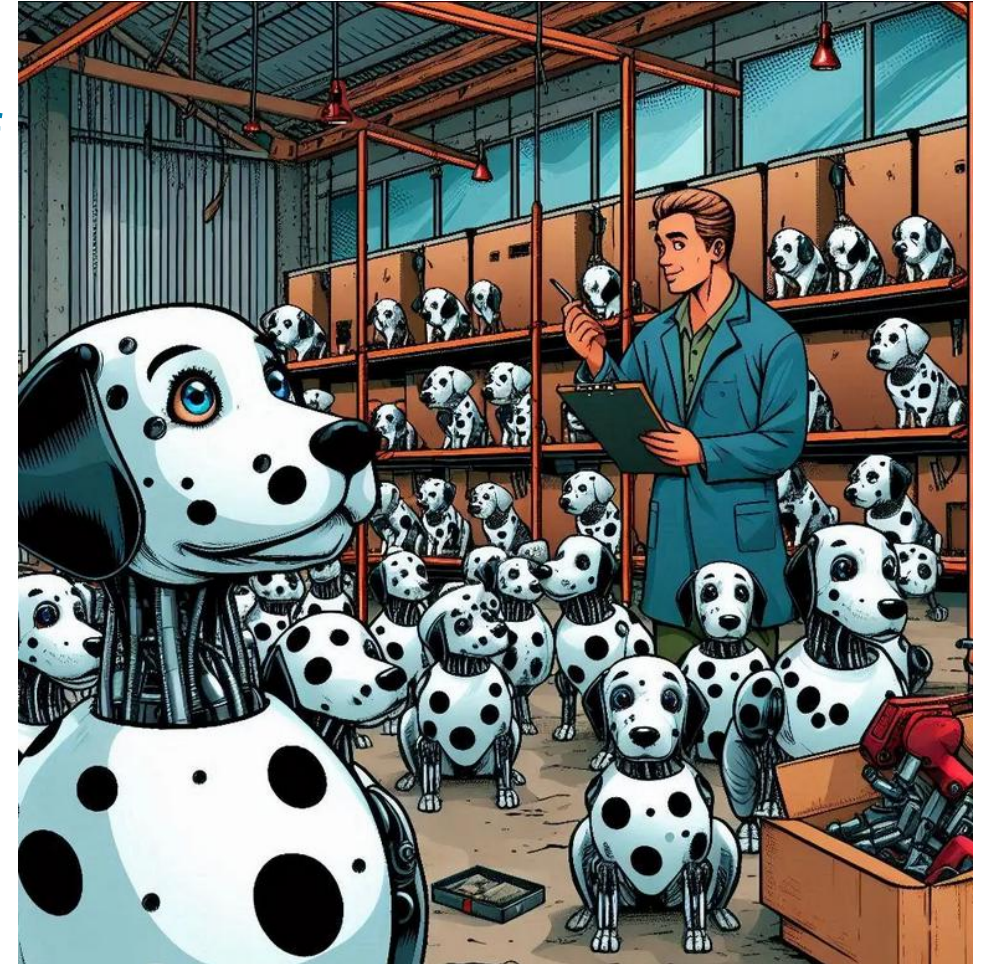
ProWeb is a collection of robots (called scenarios). Over 270 scenarios have been created in 13 years.

Currently, around 140 are in use, enabling ProWeb to operate in a wide range of departments such as human resources, financial, units providing cash/in-kind benefits or dealing with disputes, etc.

STILL GROWING STRONGLY

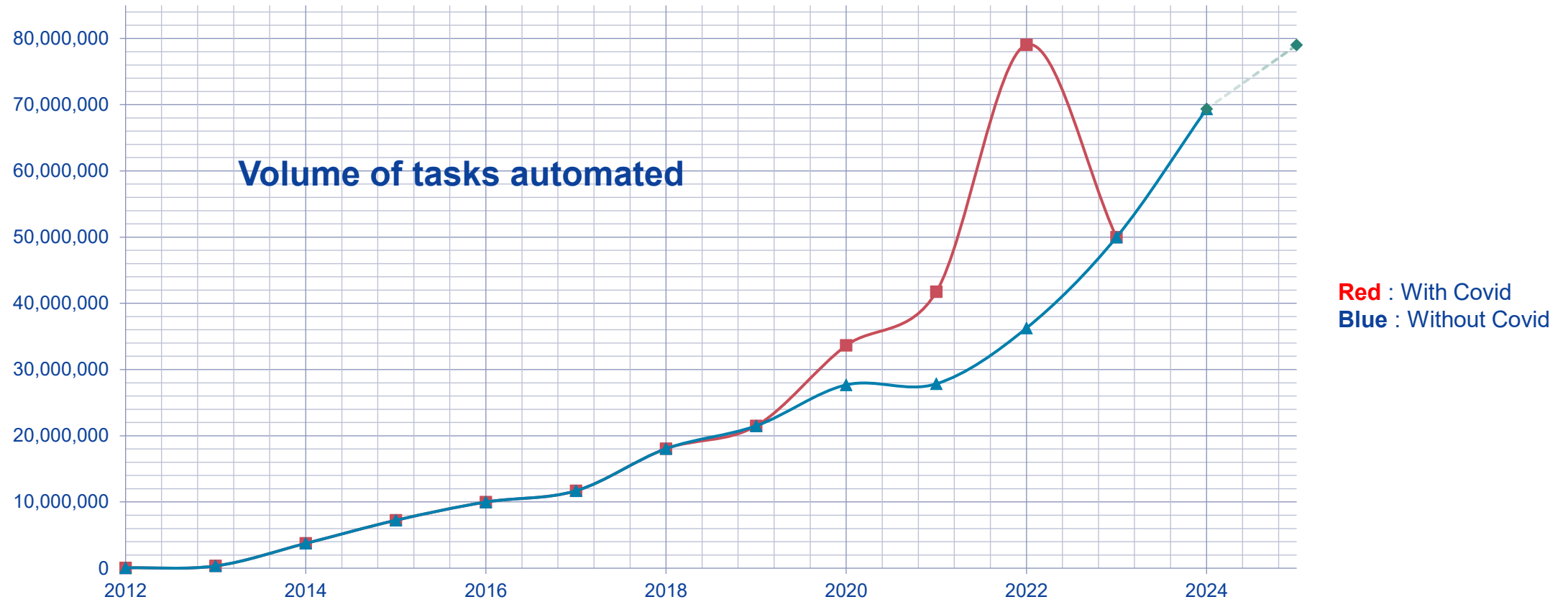
In 2024, more than 69 million tasks were automated in the health insurance network of institutions, an increase of 34% compared to 2023.

The Estimated full-time equivalent for 2024 is over 1 150.

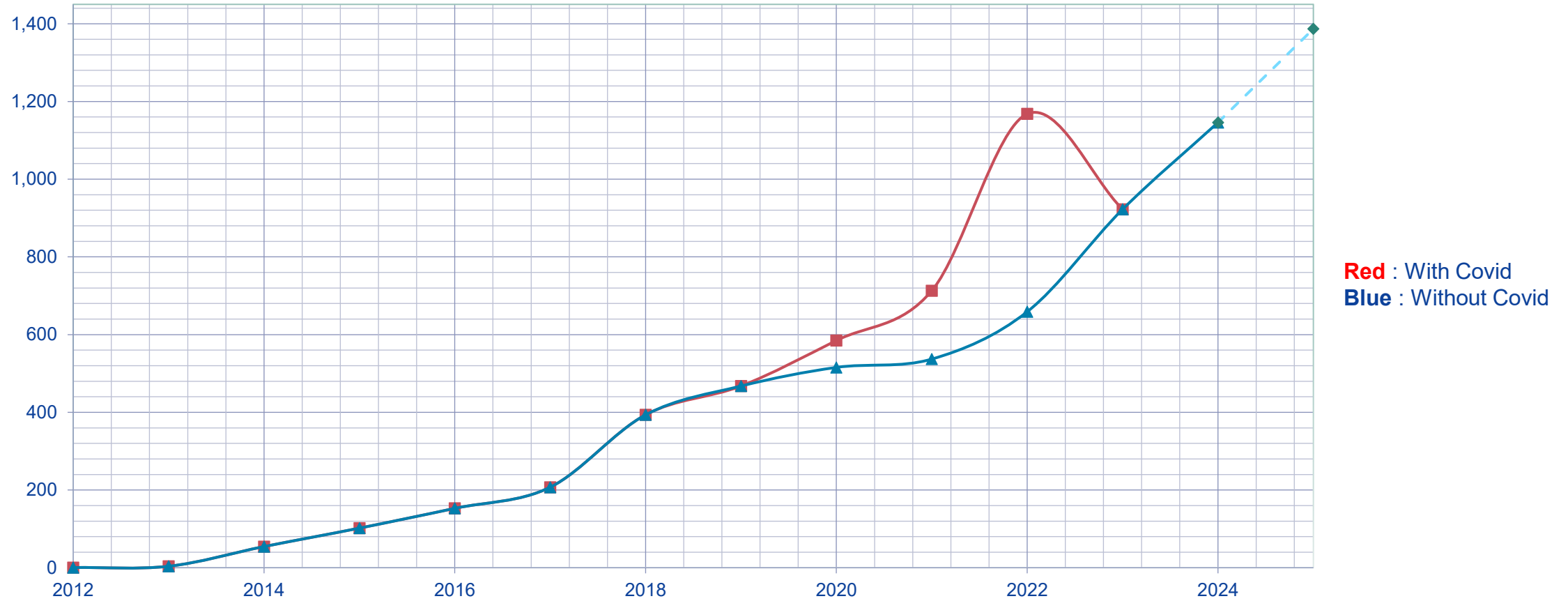


Automatisation Robotisée des Processus

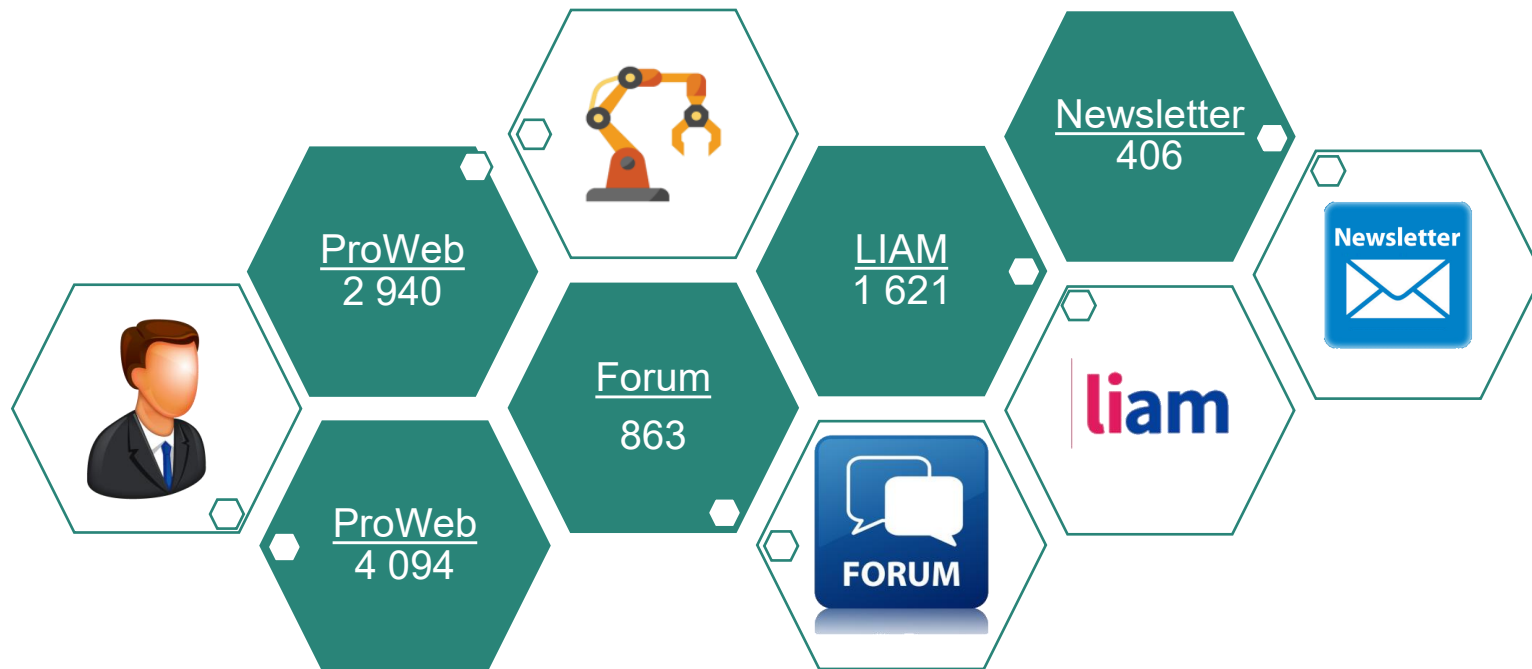
AUTOMATED PROCESSING



ESTIMATED FULL-TIME EQUIVALENT



A LARGE AND ACTIVE PROWEB COMMUNITY

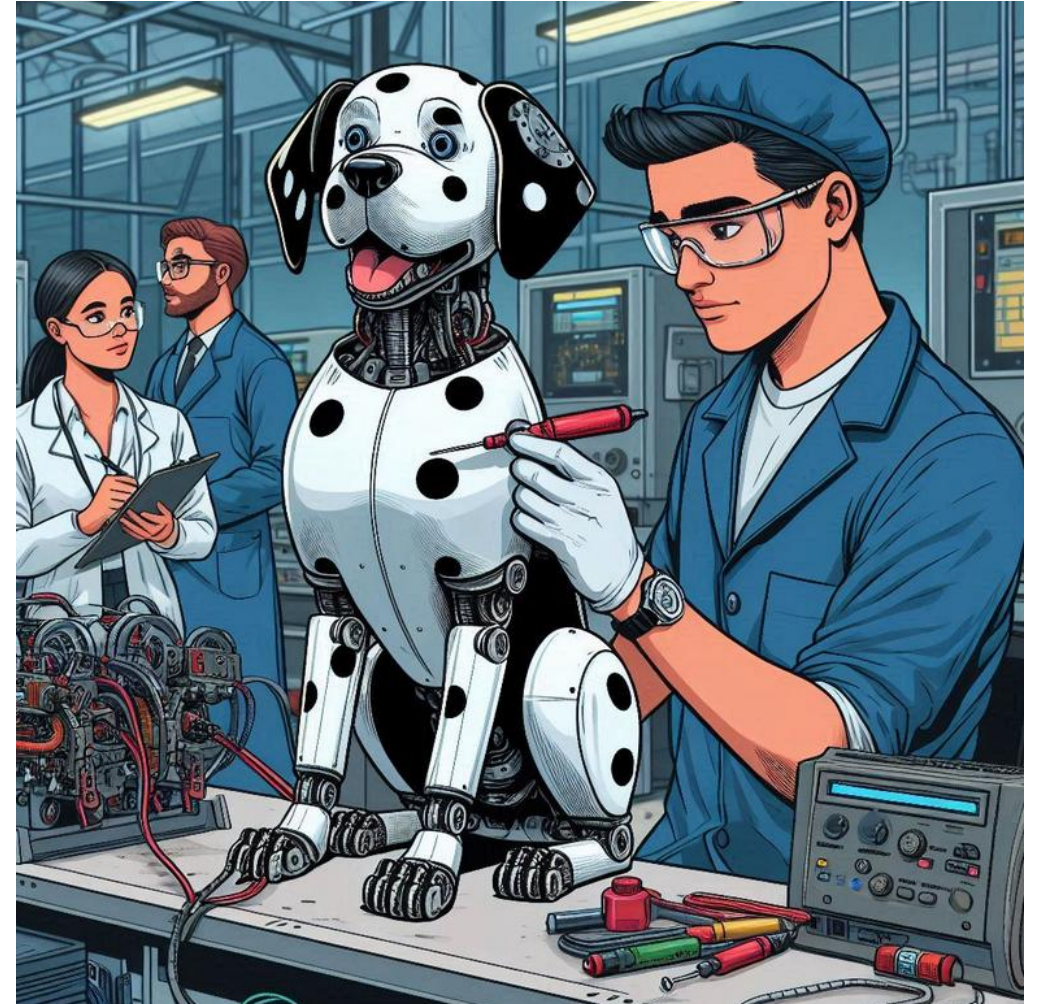


More than 3 700 users are using ProWeb on more than 2,700 workstations.

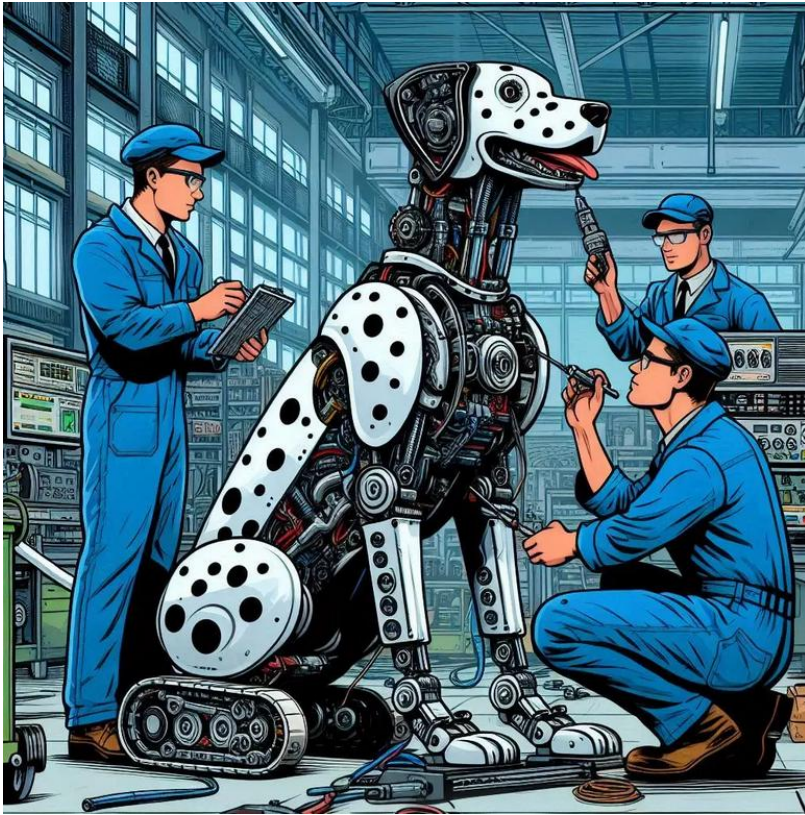
863 active accounts on our forum, and 1 610 persons registered on the ProWeb group of the health insurance social network, *LIAM*.

PROWEB

In 2025, the team consists of :
2 IT developers,
2 business consultants,
1 project manager



ADVANTAGES / DISADVANTAGES



Advantages:

- ✓ Rapid implementation
- ✓ Scalability
- ✓ Autonomy
- ✓ Independence, tailor-made solution
- ✓ Operating cost
- ✓ No cost of license
- ✓ Support and high reactivity
- ✓ GDPR compliant

Disadvantages:

- ✓ Internal training required (housemade solution)

EXAMPLE : THE CREATION OF A SIMPLE DEBT CLAIM

Before ProWeb

A clerk had to print out the list of receivables, then enter them one by one in the dedicated application.

Days and days of typing ...



EXAMPLE : THE CREATION OF A SIMPLE CLAIM



With ProWeb

The clerk gives the data file to ProWeb and launches the robot on a remote machine. The tedious processing is then carried out by the robot.

Clerks can move on to more rewarding work.

The Clerk still has to process the rejections of a balance sheet file provided by the robot.

10 minutes vs days.

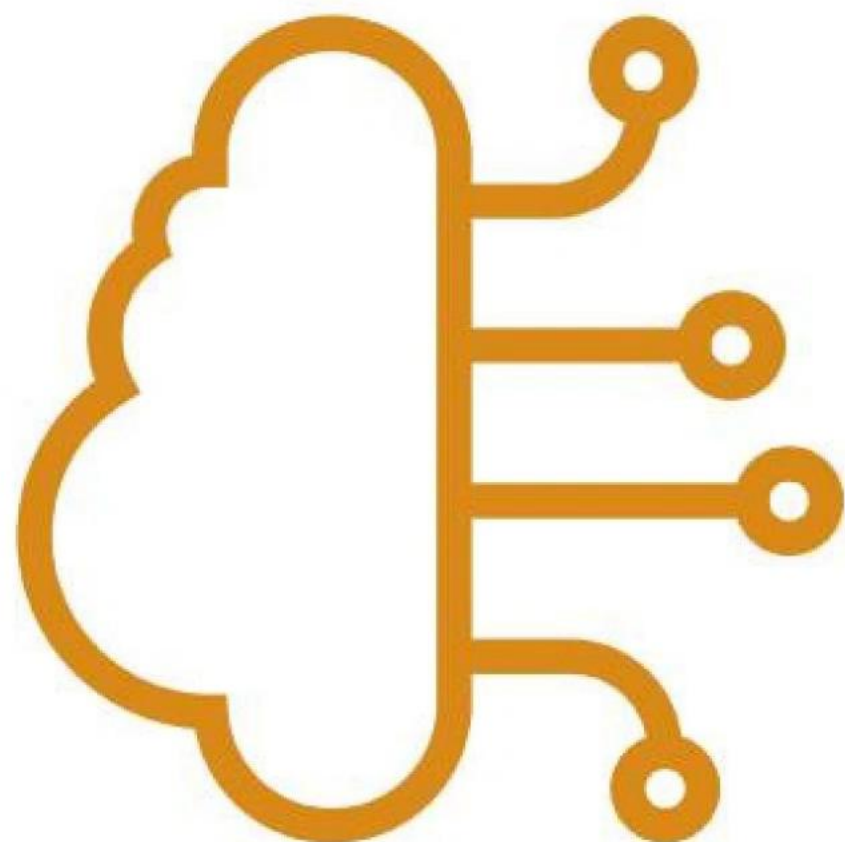
EXAMPLE : THE CREATION OF A SIMPLE CLAIM

With ProWeb

On the next video example, the clerk will process a short file of 3 lines with no options.

He inserts the data file, starts processing, and then consults the balance sheet file.





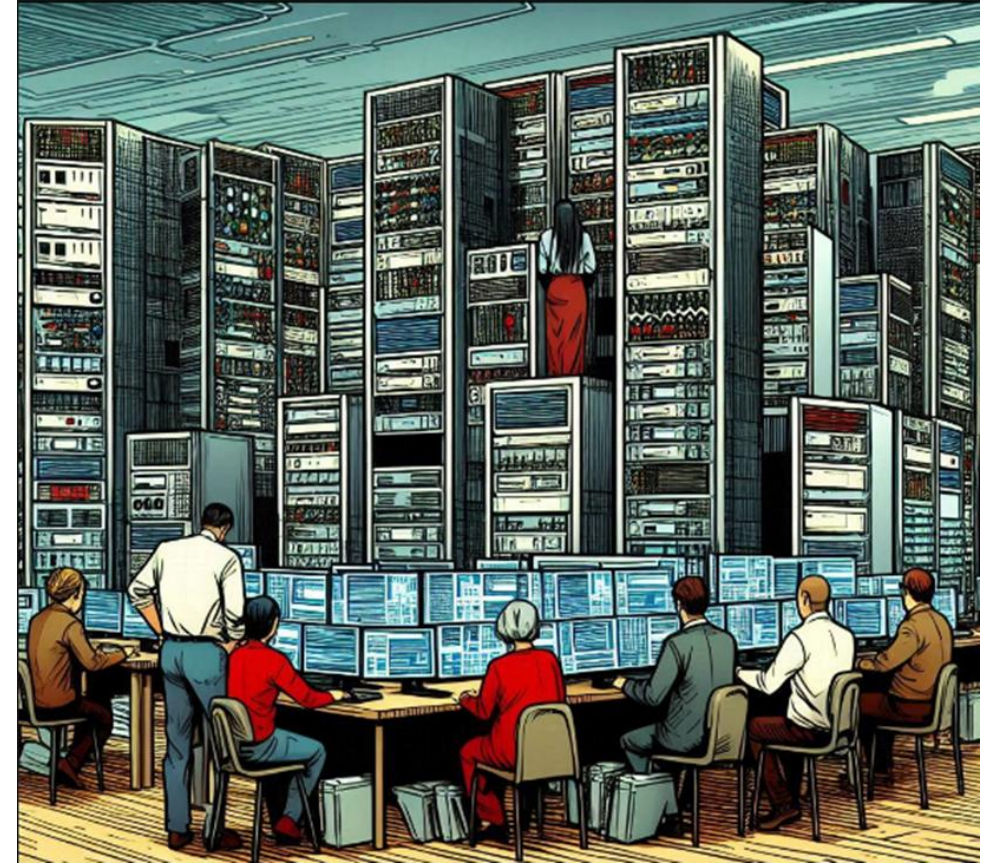
DIGITAL SOLUTIONS FOR LABOUR MOBILITY

ELA TECH CONFERENCE 2025

LARGE SCALE USE

OctoWeb

Example of industrialization of robots in Avignon (CPAM of Vaucluse) : 350 workstation using robots and supervised only by few clerks.



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