

# AI IN RCM: LESS HYPE, MORE HELP

HFMA:  
Massachusetts–Rhode Island  
Revenue Cycle Conference



MEET THE PANELISTS



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# 01

# HOW DOES AI WORK?

AI is technology that processes information and learns from patterns, similar to how humans learn from experience.

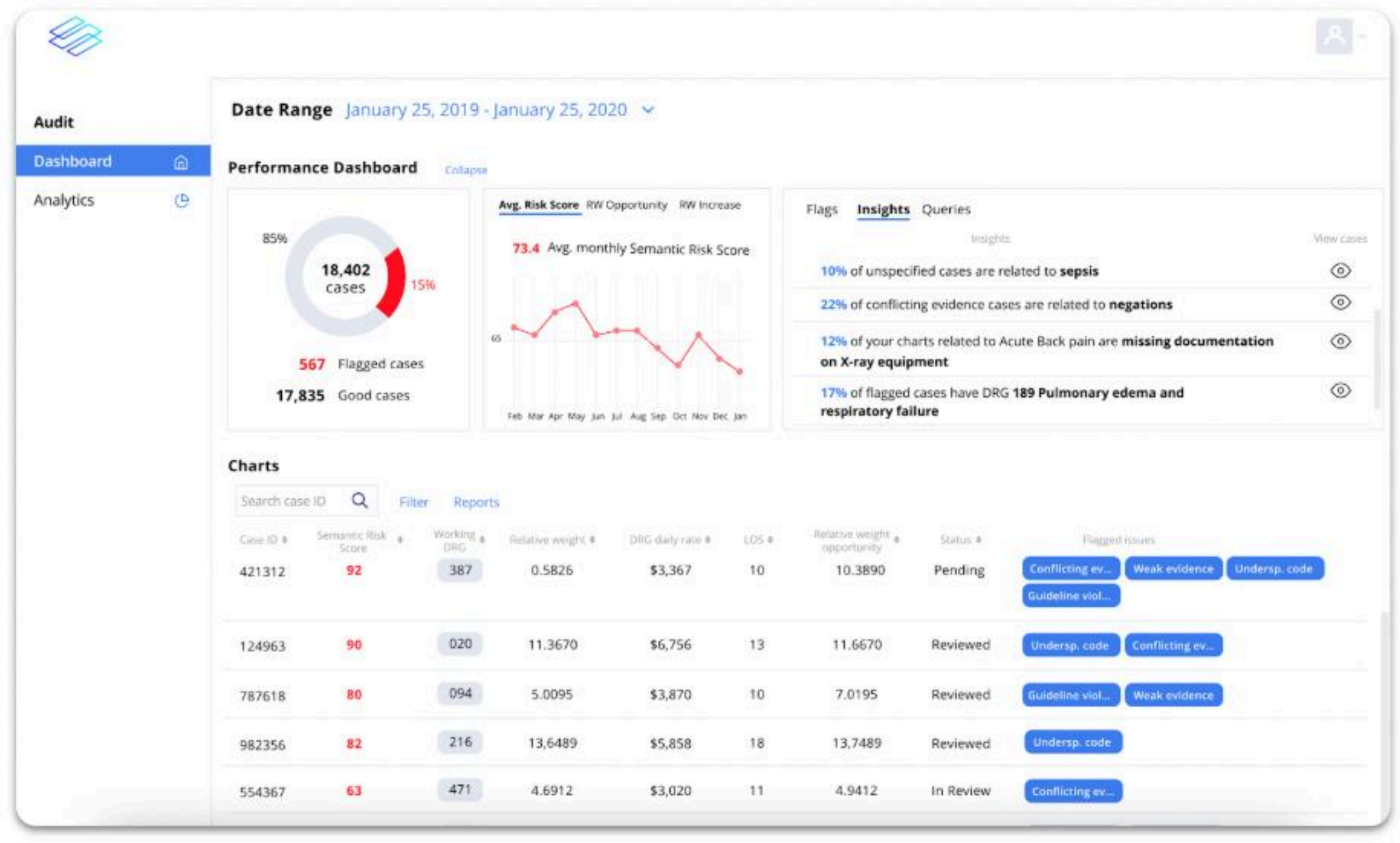


# 02

# USE CASE 1

## MEDICAL CODING

Health systems use AI to review all codes and claims, uncovering missed opportunities to enhance reimbursements



# 02 USE CASE 2

## WORKING DENIALS

AI transforms scattered denial data into clear actionable steps and gives your staff superpowers to resolve claims faster and with more accuracy.



Joyful HealthEncounters

← Eliana BergerEncounter: NS8294711441DOS: 04/02/2024Provider: BERGER, JULIA

Denied: PR-177

Reminder: you have 10 days to take action before timely filing limits.

Collected\$0.00 / \$222.00

Next payer: primary ins\$222.00

Summary

This claim was denied because the patient's coverage is inactive (denial code: PR-177). Check in with the patient on any updated coverage, and then re-bill. This patient's prior claim on 1/21/2024 was also denied for the same reason, so it's likely coverage has been expired since January.

Next steps

- 1. Check patient's insurance information (name, DOB, ID, etc.) and make sure it is correct.
- 2. Verify that patient's coverage is currently active.
- 3. Resubmit claim to Blue Cross Blue Shield (primary payer) with the correct insurance information.

OverviewEncounterPe

Insurance

|          |                  |                |
|----------|------------------|----------------|
| 99213 GT | Charges \$200.00 | Total \$118.00 |
| 90833 GT | Charges \$200.00 | Total \$118.00 |

Remittances

View all remittances/EOBs associated with this encounter.

|                                               |            |                |
|-----------------------------------------------|------------|----------------|
| Blue Cross Blue Shield: ERA # 134810482104828 | 05/03/2024 | Denied: PR-177 |
|-----------------------------------------------|------------|----------------|

Claims

View all claims associated with this encounter below.

|                                                 |            |                |
|-------------------------------------------------|------------|----------------|
| Blue Cross Blue Shield: Claim # 134810482104828 | 04/03/2024 | Original Claim |
|-------------------------------------------------|------------|----------------|

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1/30/25



# 03

# EVALUATING SOLUTIONS

Successful AI implementation requires focusing on workflow impact and measurable outcomes – how can this be better, faster, & cheaper?

# Q&A

That's all! Any questions?