

AUTOMATION AND AI IN REVENUE CYCLE RESEARCH

Survey Conducted by HFMA
Sponsored by Solventum

May 2025

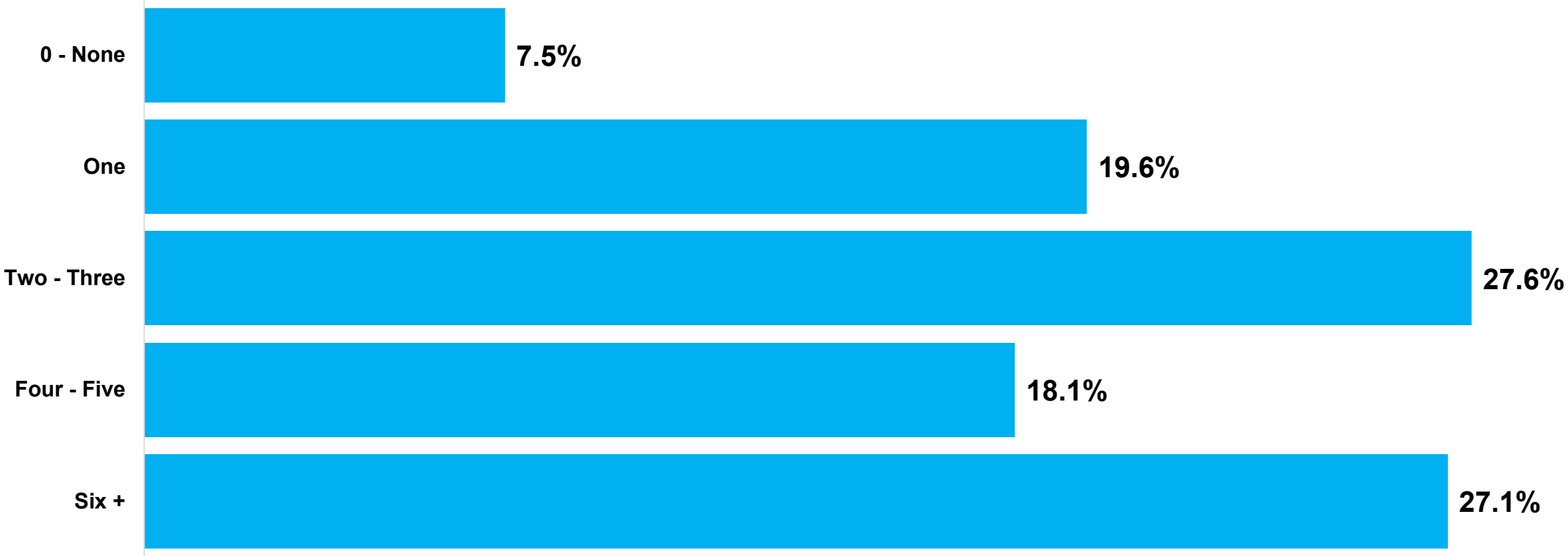
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Overview

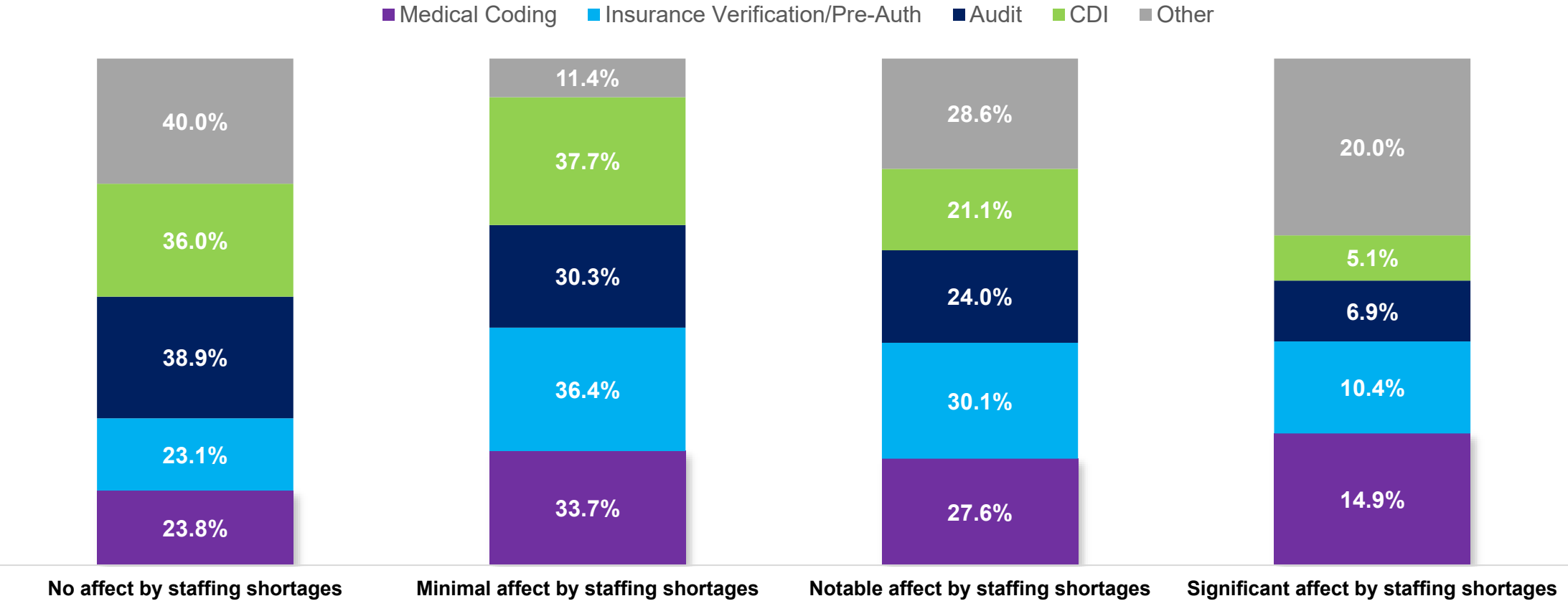
Online survey

- Fielded May 16 – June 2, 2025
- 272 total respondents of HFMA healthcare provider members
- Respondents were of Manager level and above in Finance, Admin/Ops, Revenue Cycle, HIM, Reimbursement, and Strategy

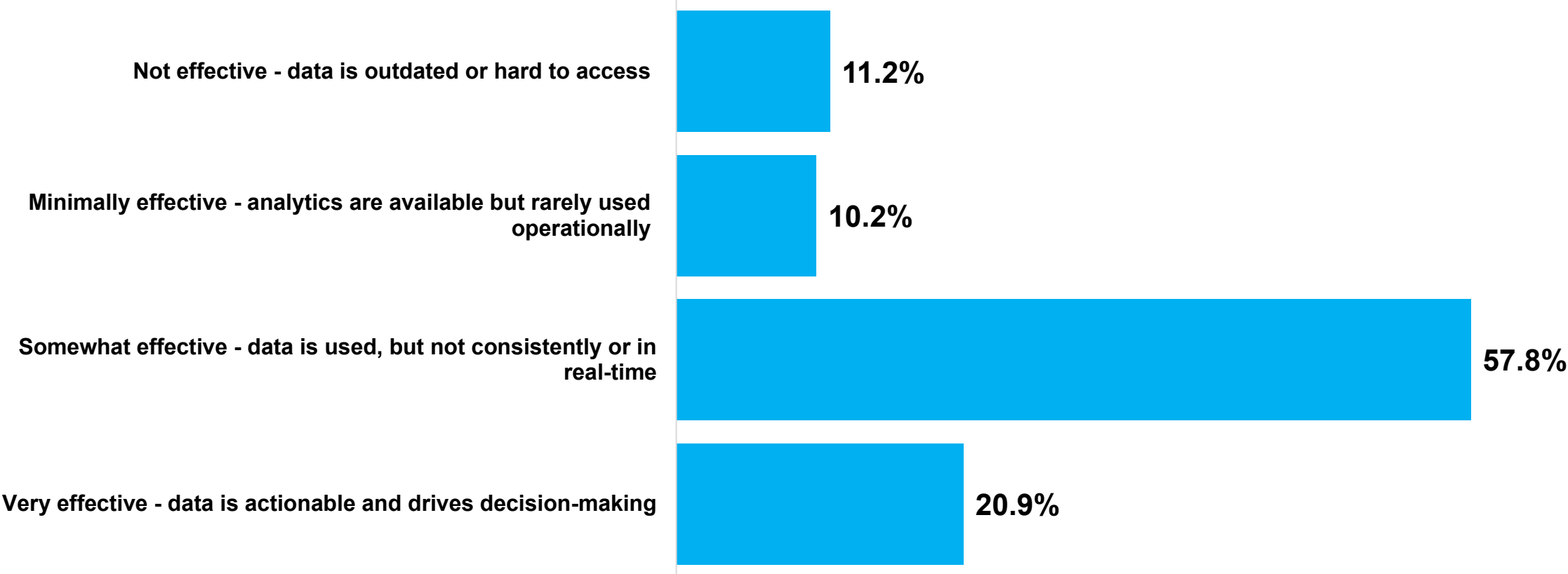
How many revenue cycle vendors do you currently use?



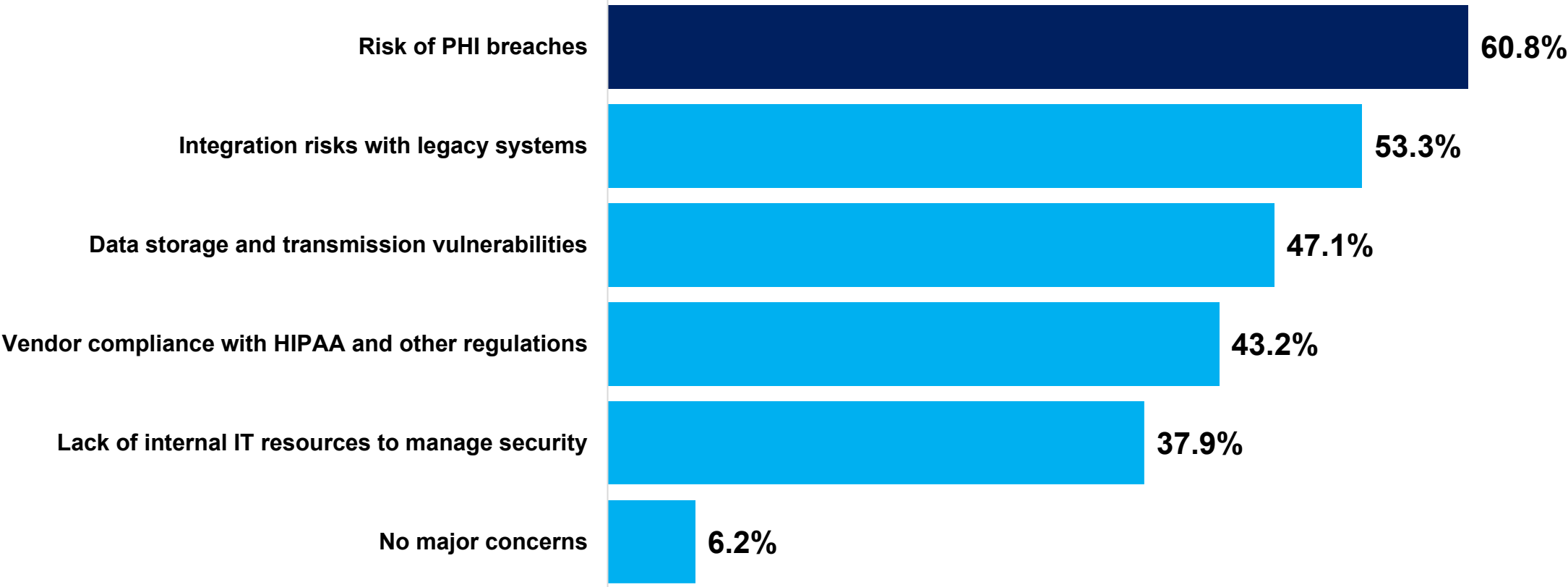
How are the following revenue cycle areas affected by staff shortages in your organization?



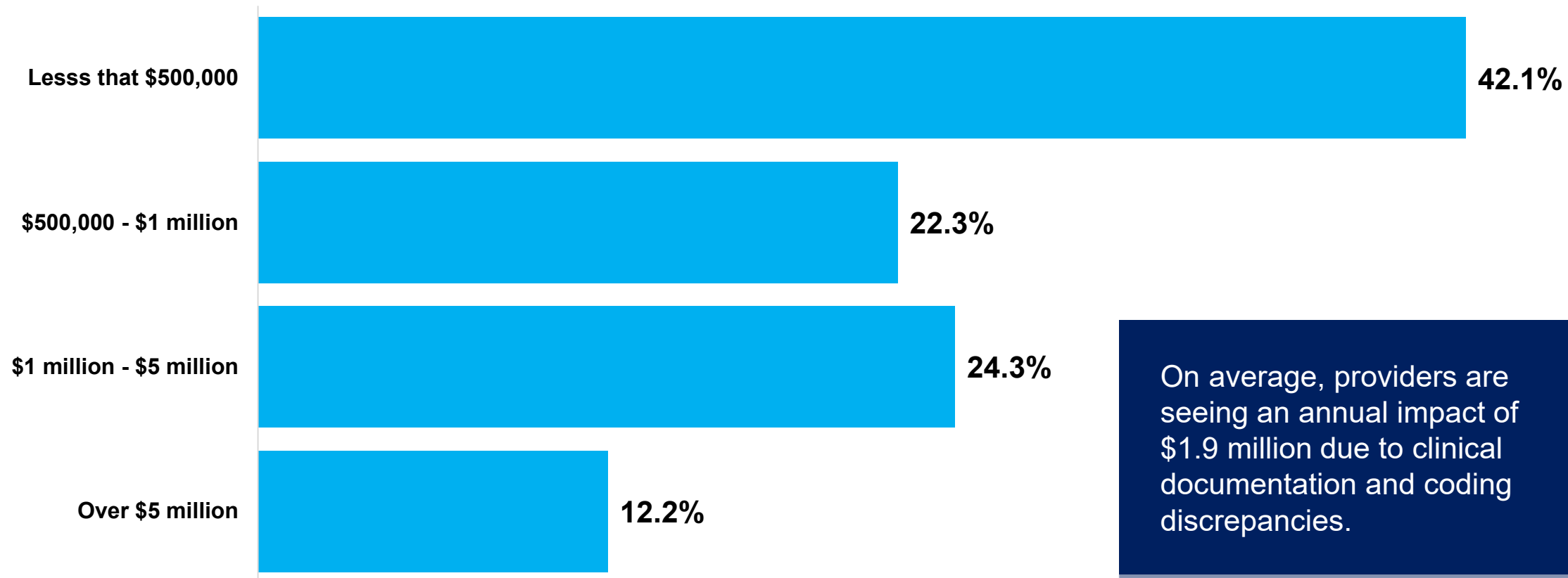
How would you rate your organization's use of real-time analytics to support revenue cycle decision-making?



What are your top 3 concerns regarding data security when adopting new healthcare technology solutions? (Please select up to 3 choices)

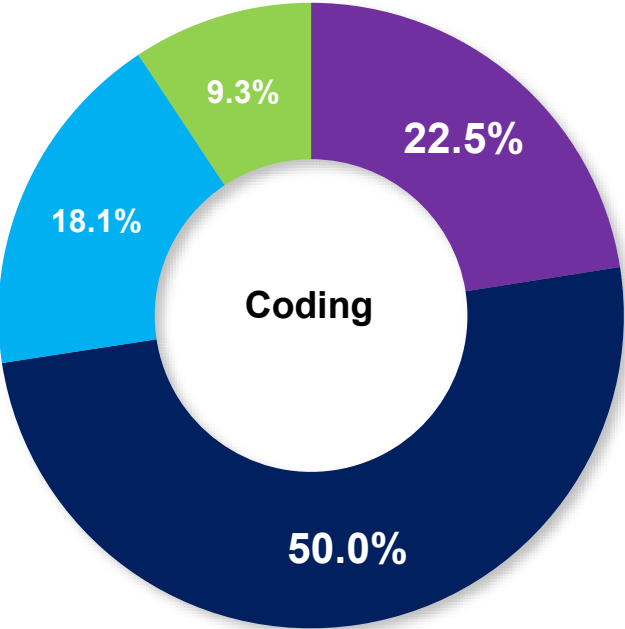


How much financial impact do clinical documentation and coding discrepancies have on your organization annually?

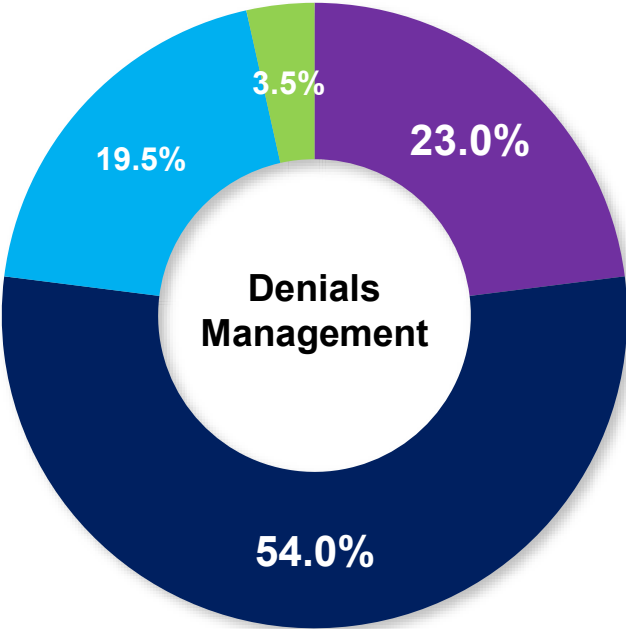


On average, providers are seeing an annual impact of \$1.9 million due to clinical documentation and coding discrepancies.

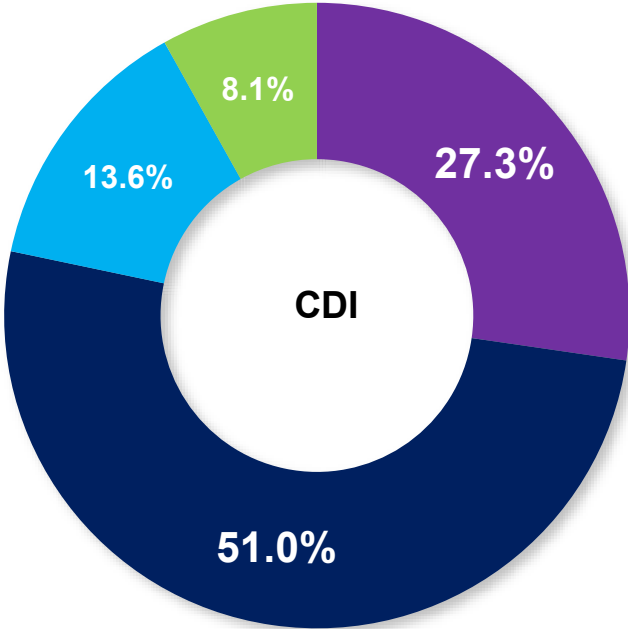
To what degree has your organization already implemented AI-driven solutions for the following mid-revenue cycle workflows?



■ Not considered ■ Considering
■ Currently implementing ■ Fully implemented

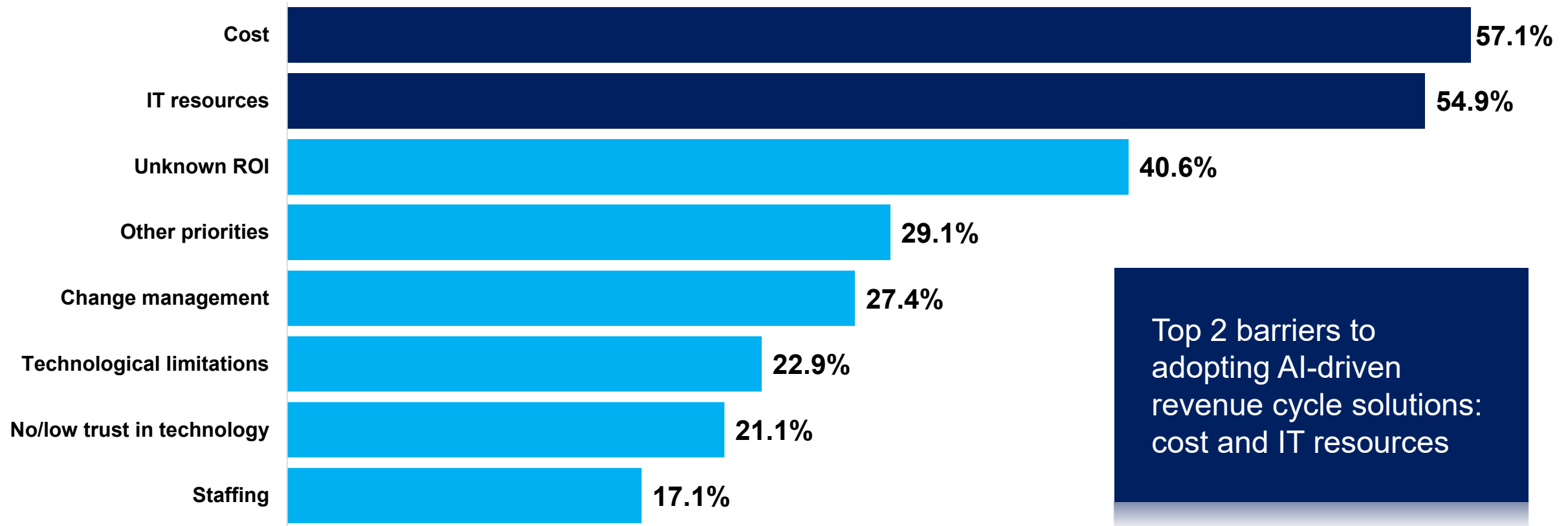


■ Not considered ■ Considering
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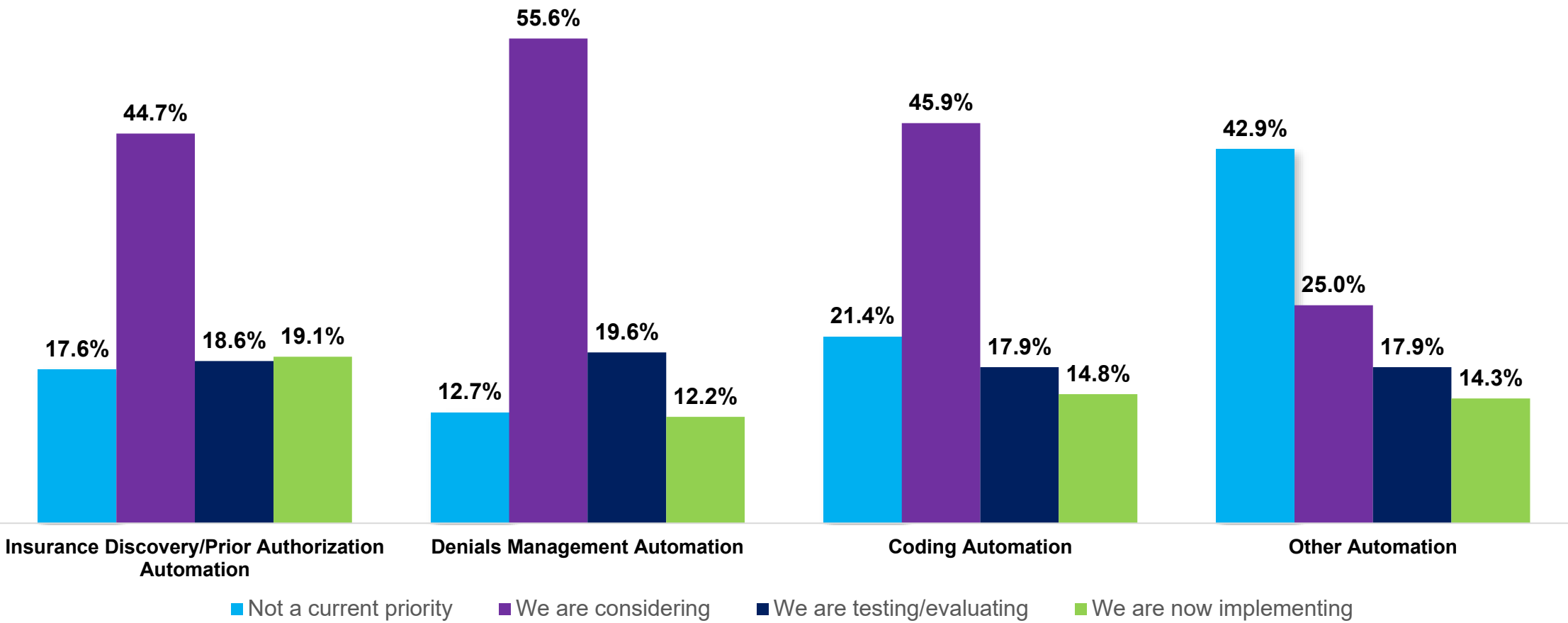


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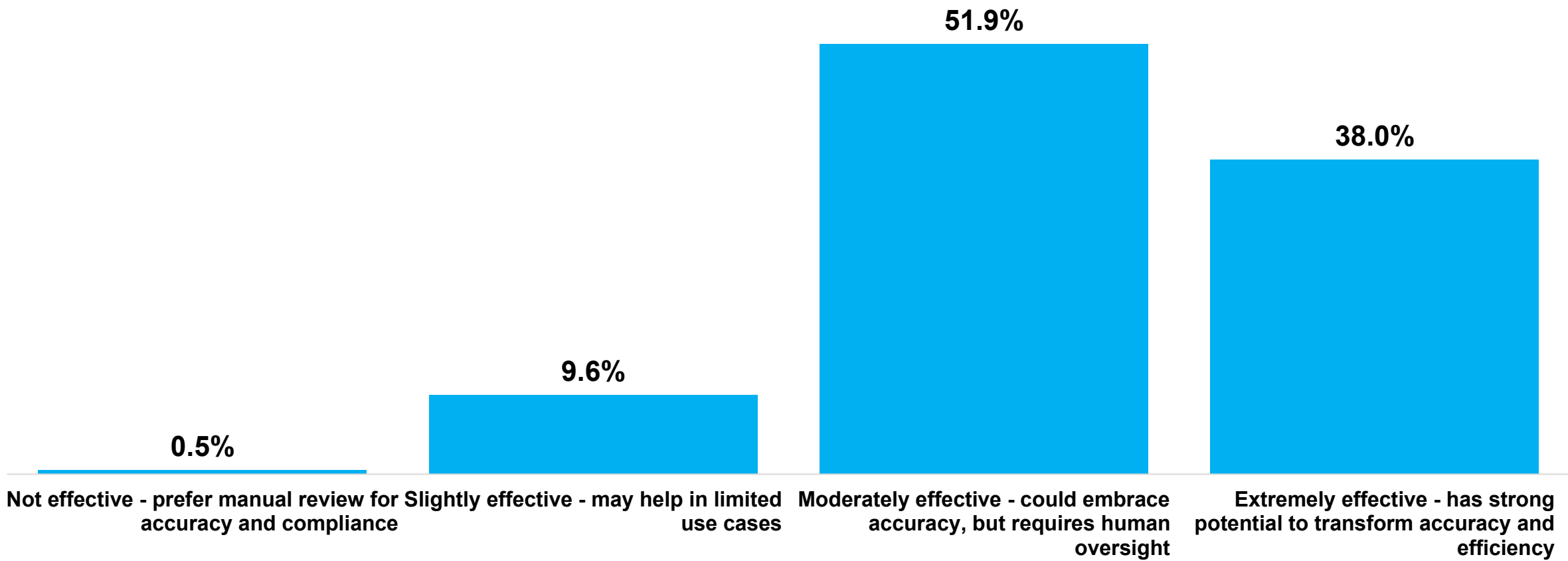
What are your organization's biggest barriers to adopting AI-driven revenue cycle solutions? (Please select up to the 3 responses.)



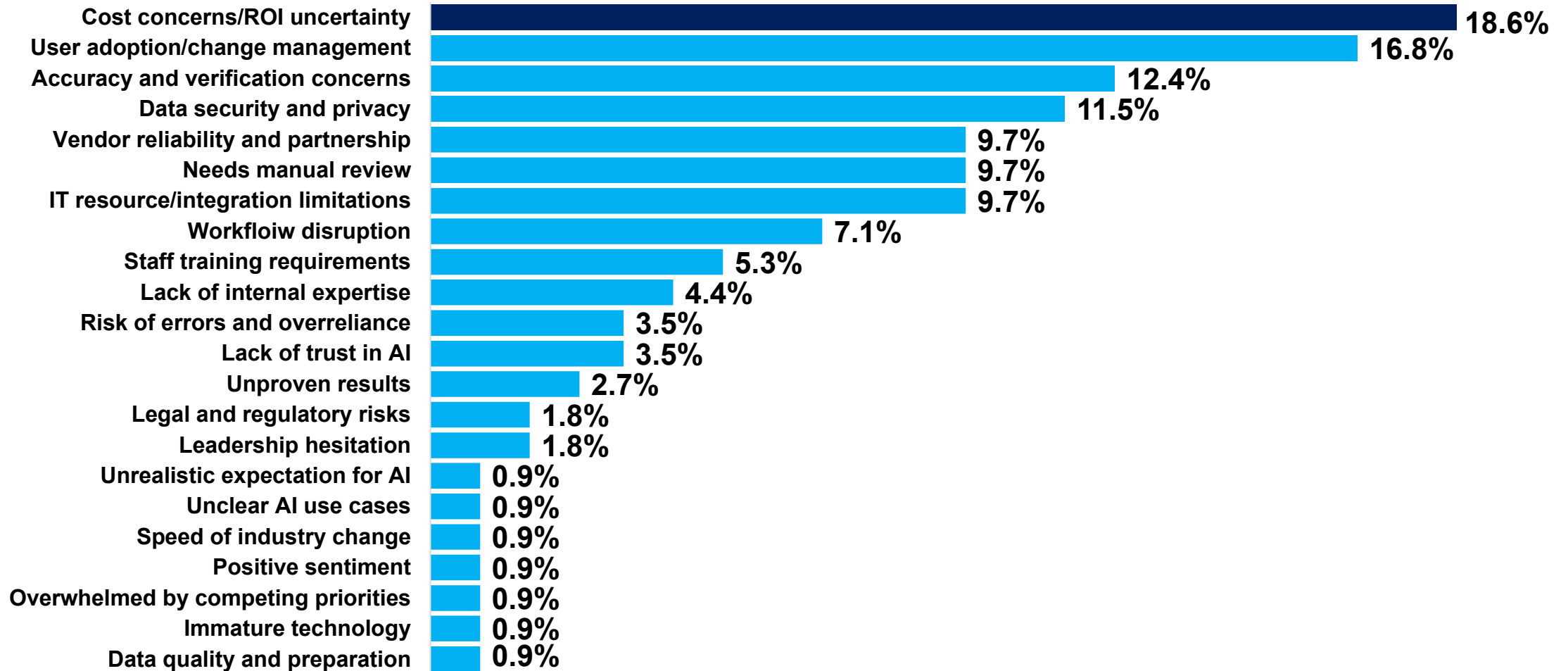
How is new or additional automation currently being prioritized in each of these areas?



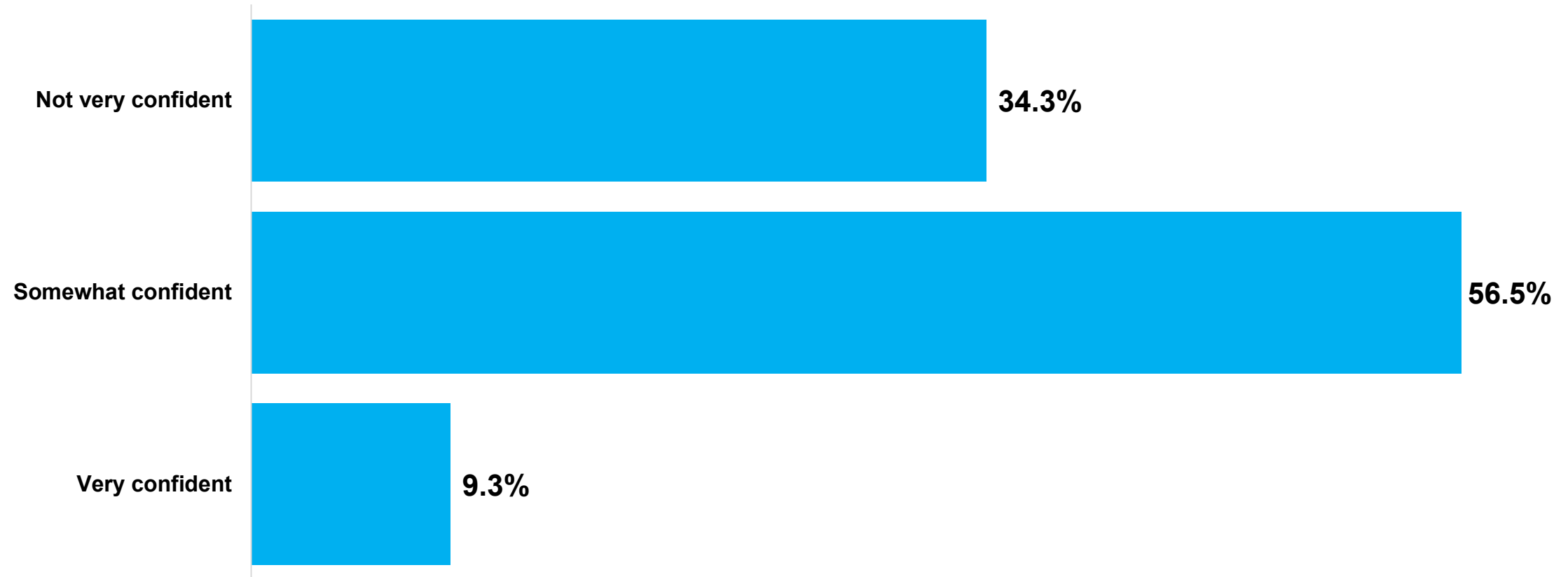
How effective do you believe AI and automation can be in improving CDI and coding accuracy?



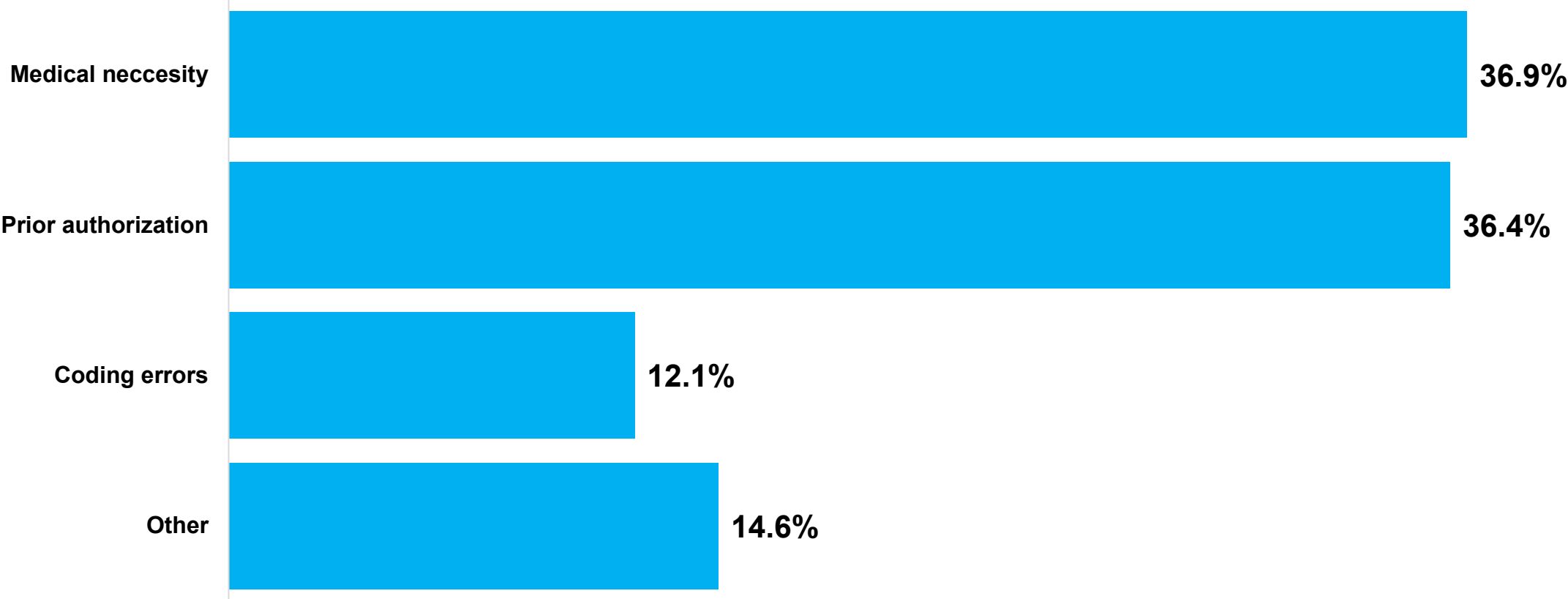
What are your main concerns with adopting AI technology in revenue cycle?



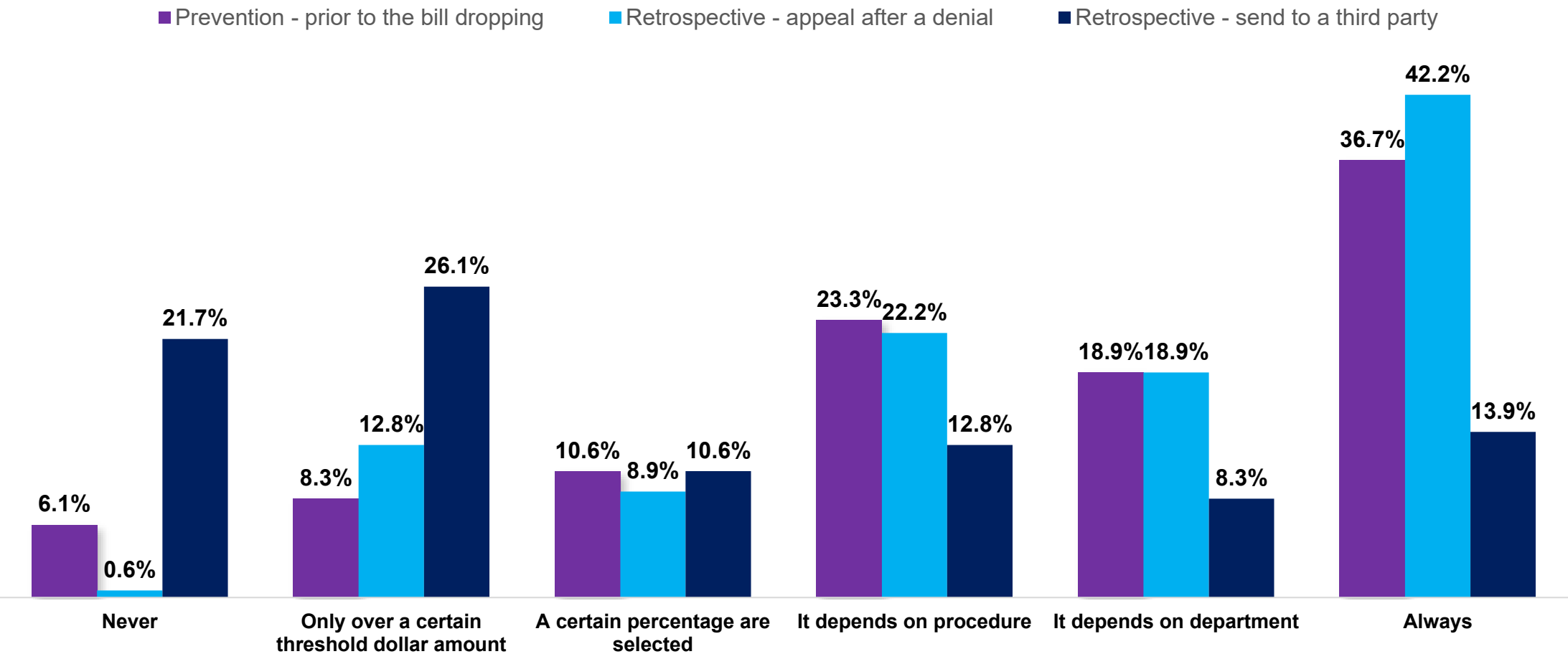
How confident are you that your organization effectively captures all revenue it is entitled to?



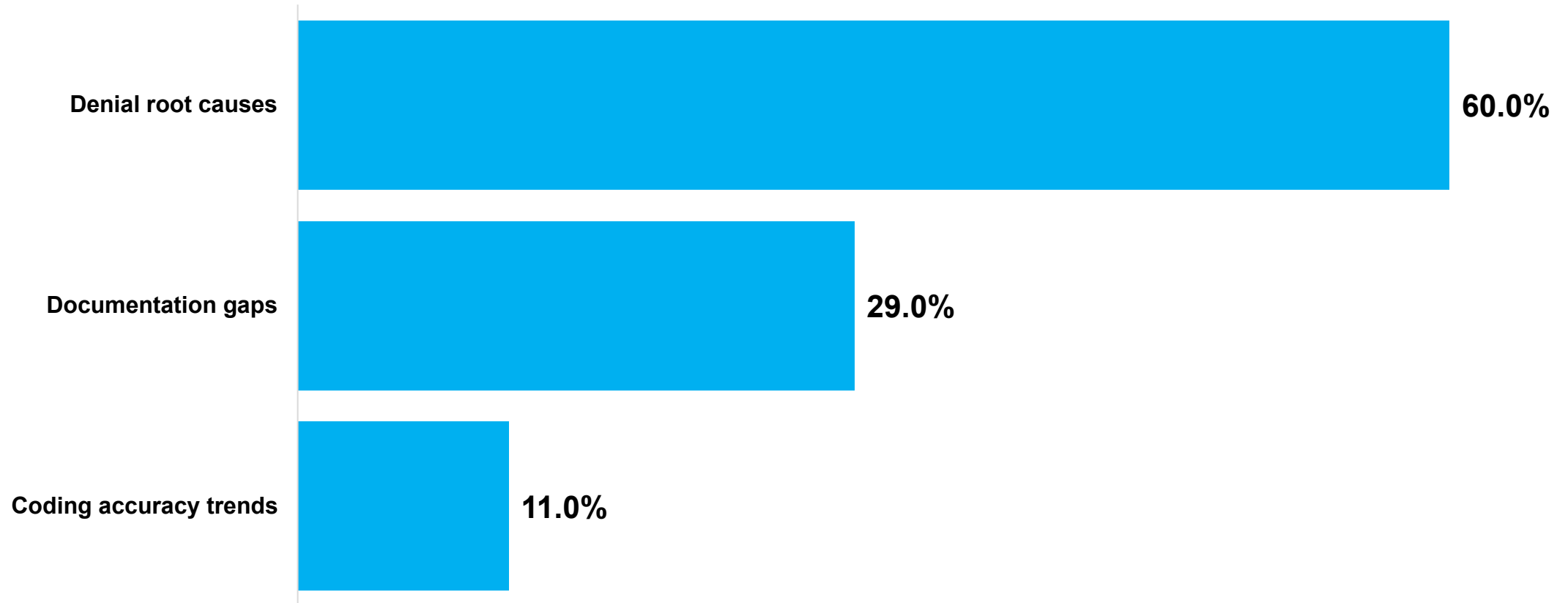
Which of the following is the most common cause of denials in your organization?



What is your current approach to addressing denials? (Please select all that apply.)



What type of insights would be most valuable to improve your revenue integrity efforts?



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