

A stylized white figure with a circular head and two curved arms, set against a dark blue background. The figure is positioned behind the main text. At the top of the slide, there is a horizontal bar with an orange segment on the left and a blue segment on the right.

Navigating AI and the new REVENUE CYCLE LANDSCAPE

Presented by





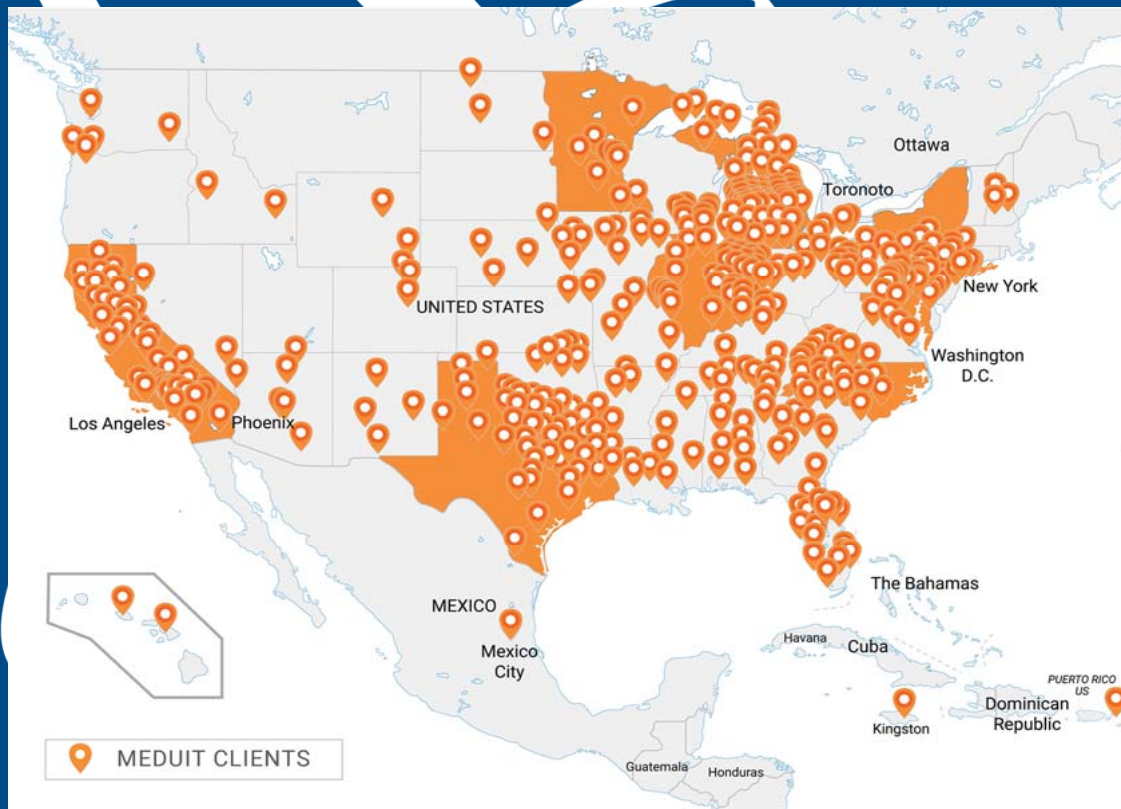
Jason Petrasich

Senior VP of Artificial Intelligence



Who is

MEDUIT



10 Locations (Orange States)

- Charlotte, NC
- Des Plaines, IL
- Indianapolis, IN
- Lansing, MI
- Waco, TX
- Zeeland, MI
- Sartell, MN
- Gaithersburg, MD
- Brea, CA
- Garden City, NY



Who is

MEDUIT

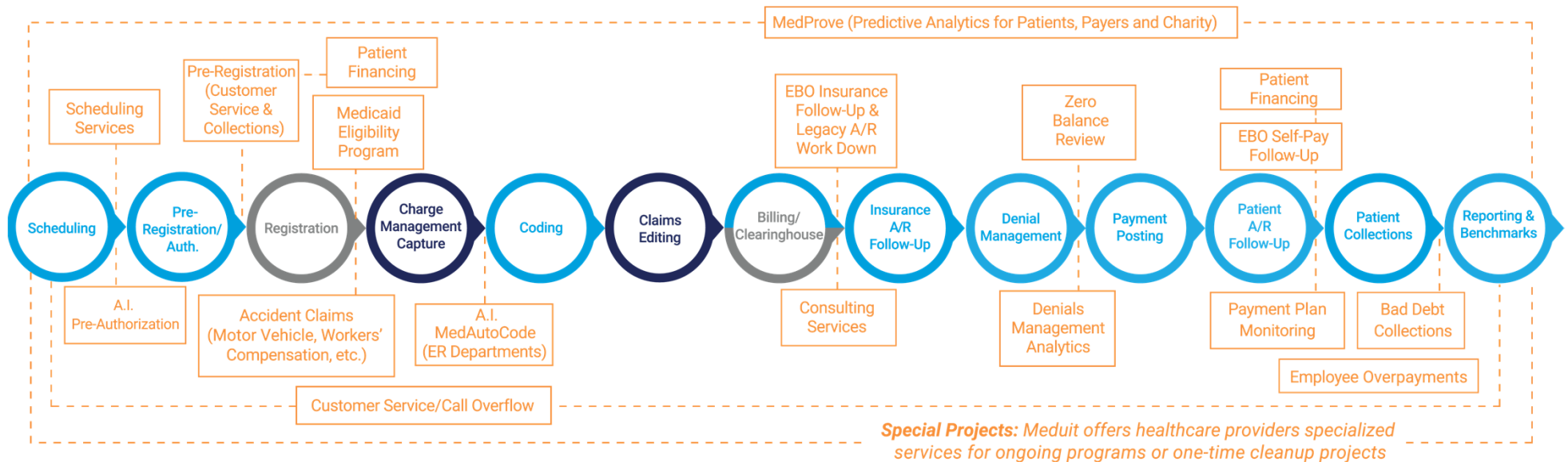
- Serves 850+ hospitals and large physician practices
- In 17 states through 10 regional locations across the U.S.
- 60,000 physicians supported
- 1,100+ employees
- Focused on healthcare RCM
- \$41.4 billion in AR

Excellent Patient Protection Score of 50

True Partner

MEDUIT SOLUTIONS

Meduit Services Across the Revenue Cycle





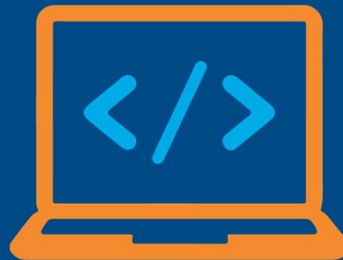
THE POST-COVID LANDSCAPE

A CHANGED ENVIRONMENT

- ✓ *Remote work ensures business continuity – but requires a new skill from supervisors to maintain productivity and ensure compliance*
- ✓ *Outsourcing more business functions than previously allows hospitals to scale up and down at will while focusing resources on patient care needs*

ARTIFICIAL INTELLIGENCE (AI)

Transforming the healthcare revenue cycle

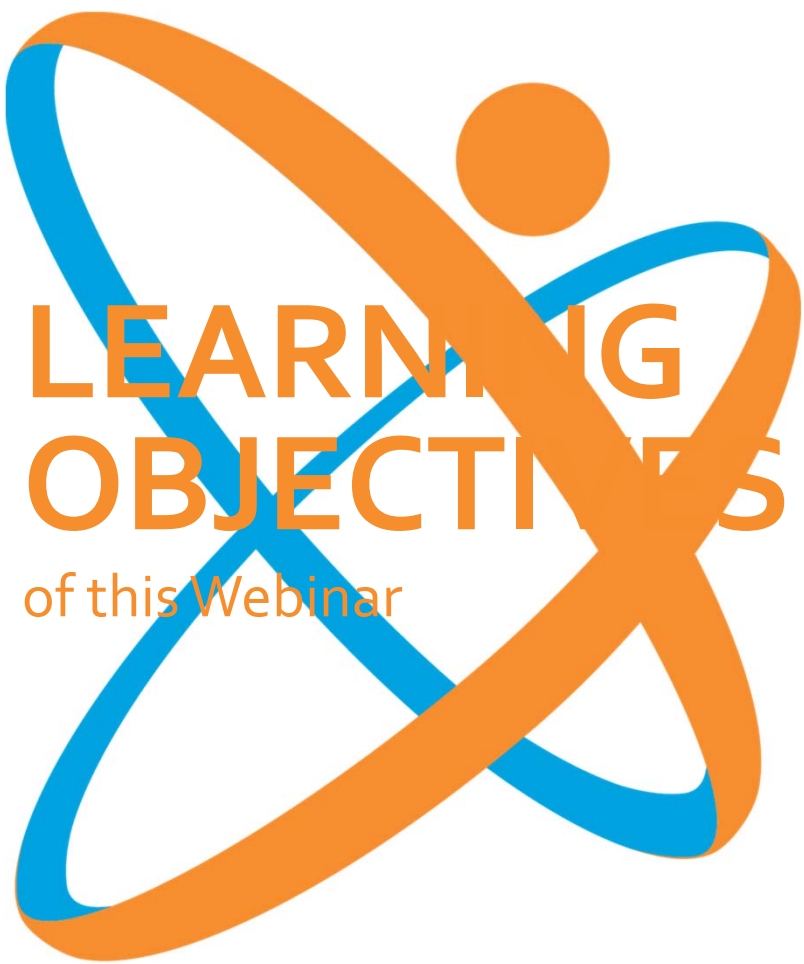




WHAT WE'LL COVER

in this Webinar

- What is AI
- The impact of AI on RCM
- Using AI technologies to drive revenue
- Choosing the right partner



LEARNING OBJECTIVES

of this Webinar

- How AI is driving the future of RCM
- Ways healthcare organizations are maximizing the benefit of AI technologies
- How the workforce will evolve through AI
- Seeing AI as a partner to work alongside employees

What is

ARTIFICIAL INTELLIGENCE (AI)





Artificial Intelligence

Regression Analytics

- ✓ *Robotic Process Automation (RPA)*
- ✓ *Supervised machine learning*

Unsupervised machine learning

- ✓ *AI-driven solutions must have foundation of trust & transparency*



● Role of AI in RCM

- ✓ *Healthcare costs growing faster than the economy*
- ✓ *Must lower costs and increase receivables*
- ✓ *AI is how we get there*
- ✓ *AI is needed to transform healthcare RCM*

Why has AI been hard to deploy in a day-to-day process?

- ✓ Things that seem simple have hidden complexity
- ✓ Business rules are constantly changing
- ✓ Exceptions to rules
- ✓ Except for the exceptions



● AI is already making a difference

✓ *Enabling autonomous coding*

✓ *Enhancing analytics*

Automating staff functions

✓ *Using predictive analytics to optimize actions*

Autonomous Clinical Coding

- ✓ Assigns diagnosis & procedure codes
- ✓ Supervised by certified coders
- ✓ Documentation is thorough
- ✓ Reduces human touch
- ✓ Reduces DNFB time

TIPS

- Technology is HIPAA compliant
- Generates full coding audit trail

Voice Analytics

- ✓ Analyze patient calls
- ✓ Tools can be trained for RCM keywords
- ✓ Technology can increase satisfaction
- ✓ Facilitates compliance on every call

TIPS

- Patient calls recorded & stored
- Supports compliance
- Monitors calls to ensure service goals are met



Automated Pre-Authorization

- ✓ Triggered by new order or schedule entry
- ✓ Adapts to changing payer rules
- ✓ Updates authorization info back into the HIS
- ✓ Can validate if matching authorization exists

Automated Compliance Follow-Up

- ✓ Determines next action needed and takes that action
- ✓ RPA can access multiple systems
- ✓ New scenarios are provided to SME
- ✓ Actions taken manually will train system for future iterations

TIPS

- SMEs teach the system what to do.
- Your organization's processes and workflows are absorbed into the automation.

Predictive Tools

- ✓ Patient's propensity to pay
- ✓ Payer's probability of pay & when will pay
- ✓ Patients who are in "Desumptive Need"

TIPS

- Leverage latest technology in predictive analytics fueled by AI
- Tools should drive some action or change in workflow to generate ROI

What to ask when evaluating an RCM business partner

- ✓ *Does the company specialize in RCM?*
- ✓ *Do they offer supplemental RCM solutions that effectively leverage our resources?*
- ✓ *Can their solutions be customized for your processes and payers?*
- ✓ *Do they have proven case experience with positive references?*



- Family of web bots that leverages AI and RPA to solve specific task problems
- Boosts workforce 20%-40%
- Delivers business continuity month after month
- SARA does complex work in 2.5 minutes that would take a human 20 minutes to do, with 100% accuracy



- AI will change what people do & how they do it
- AI not designed to eliminate jobs
- AI designed to help people & processes become more efficient
- Invest in upskilling workforce



For more information about revenue cycle solutions from Meduit, contact us:

(877) 615-6360 | [Meduitrcm.com](https://www.Meduitrcm.com)





Thank you