Revolutionizing Revenue Cycle: The Jorie AI Impact at a Regional Hospital District [CASE STUDY]

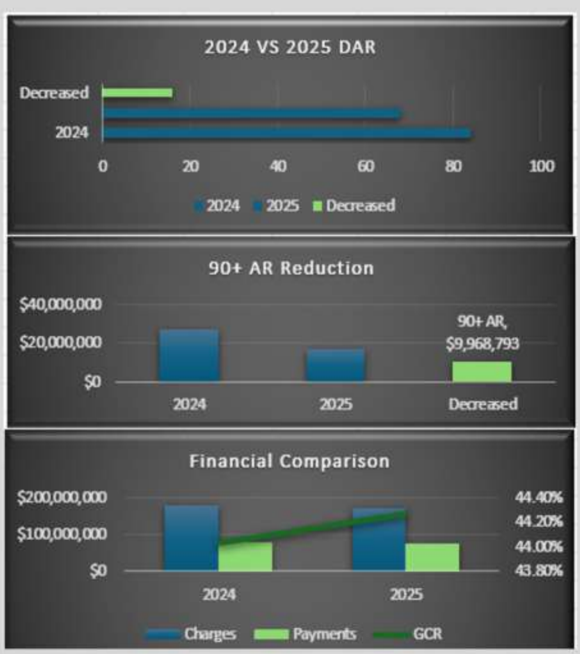
Facing mounting revenue cycle challenges and the need for greater operational efficiency, a regional hospital district turned to Jorie AI to implement its proprietary automation-driven solutions that would transform their financial operations.

The Challenge

The hospital district faced significant RCM challenges, including prolonged A/R turnaround time, aging accounts, DNFB delays, and frequent eligibility and coding denials, all contributing to revenue leakage. Reduced staffing intensified these issues, underscoring the urgent need for automation to streamline processes and improve financial performance.

THE SOLUTION:

- Jorie AI automation addressed denial rates, payment posting, and inefficiencies.
- Improved eligibility checks and clean claim rates; reducing the overall denial rate.
- Streamlined pre-certification and prior authorization; cutting cancellations.



AI-Driven Solution

Jorie AI has redefined the operational and financial efficiency of the hospital district's revenue cycle management ecosystem. Leveraging proprietary, advanced automation technologies, the team executed a structured transformation that delivered measurable outcomes across critical processes.

Eligibility & benefits automation streamlined verification workflows and significantly reduced eligibility related denials, significantly improving the first pass resolution rate.

Payment posting automation accelerated the cash application, improved days in A/R, and presented a clear view of outstanding A/R, ensuring more predictable and consistent revenue realization.

Results of Implementation

The deployment of Jorie AI transformed their revenue cycle operations, delivering measurable improvements across key performance areas. By automating billing and enhancing claims accuracy, the organization significantly reduced denials and was able to handle a higher volume of claims more efficiently. **The health district improved A/R performance by 19% within seven months, freeing up the equivalent of 16 days of working capital – cash that can be reinvested into patient care and operations. DNFB days dropped by 2.54, 90+ A/R declined, by 8%, and both pre-cert denials and EV cancellations reached historic lows, improving cash flow stability and overall** efficiency. The outcomes demonstrate how Jorie's intelligent automation drives sustainable efficiency, accuracy, and growth in complex healthcare revenue cycle management.

THE RESULTS:

- Denial Rate Reduction: Denial rates decreased with improved Pre-Cert and EV checks.
- A/R Improvement: Improved A/R performance by 19% within seven months, freeing up the equivalent of 16 days of working capital.
- Eligibility Denials Reduction: EV Denials reduced to 0.50%.
- GCR & Revenue Upside: Improved by 2.67% resulting $3.5M revenue upside comparing Mar - Sept YOY.

Financial Impact and Efficiency Gains

Jorie AI's implementation had a profound financial impact, **the organization generated $3.5 M in additional revenue in just 7 months**. This was due to improved claims processing and increased collections by Jorie AI solutions. This financial uplift was further achieved through automation that improved A/R performance by 19% reduced EV cancellations, minimized pre-cert denials and payment lag demonstrating the effectiveness of Jorie AI's automation in streamlining revenue collection.

Denial Reduction and EV Cancellation Analysis

Jorie AI played a pivotal role in reducing pre-cert denials by improving documents check. The automation helped to identify discrepancies early, ensuring that claims were more accurate from the start. Additionally, prior authorization issues were flagged and addressed before they led to cancellations, which had previously resulted in lost revenue. The reduction in EV Appointment cancellation not only improved the overall cash flow but also helped to maintain financial stability despite the challenges posed by staffing shortages and the departure of key physicians. Through the implementation of eligibility & verification automation, payment posting, and claim edits automation, only claims requiring A/R attention were prioritized. By maintaining a strict focus on denial mitigation and A/R resolution, A/R days were successfully reduced by 16 days, a significant achievement for Jorie AI and the regional hospital district.

Concluding Thoughts

The partnership between the regional hospital district and Jorie AI stands as a shining example of how human-enabled technology can revolutionize healthcare operations. By automating essential processes, Jorie AI has enabled the hospital district to reduce operational costs, enhance collection rates, and recover from staffing attrition without sacrificing service quality or financial performance. **In addition to the $3.5M revenue upside, Jorie also helped to secure $1.4M in cost savings for a total of $4.9M Revenue-Upside within seven months (Mar'25-Sep'25) by enhancing Gross Collection Review (GCR) processes and reducing cost-to-collect (CTC).** This achievement reflects strategic operational improvements, financial efficiency, and leadership impact, contributing significantly to overall business growth and margin optimization. **With a 19% improvement in A/R performance and 16 days of cash unlocked**, Jorie AI proved that automation doesn't just optimize operations, it transforms financial outcomes.

Jorie® AI ADVANCED AUTOMATION
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