Jorie AI ADVANCED AUTOMATION

Revolutionizing Revenue Cycle: The Jorie AI Impact on a Rural Healthcare System [CASE STUDY]

Recognizing the need to modernize their revenue cycle operations, a rural health system turned to Jorie AI to implement its proprietary, intelligent automation solutions designed to reduce denials, improve collections, and enhance overall efficiency.

The Challenge

The healthcare system faced significant challenges, including increased days in AR, missed collections, and a high rate of pre-cert denials. There was a desperate need for automation to streamline processes in the wake of reduced staff. Additionally, the practice struggled with higher denials which led to contributing to revenue leakage. Coding related denials were the largest issue that was negatively impacting their revenue.

THE SOLUTION:

- Jorie AI automation addressed denial rates, payment posting, and RCM inefficiencies.
- Jorie AI improved eligibility checks and clean claim rates; reducing overall denial rates.
- Jorie AI streamlined pre-certification and prior authorization; cutting cancellations.

AI-Driven Solution

Jorie AI's advanced automation tools were deployed to transform the healthcare system's overall RCM landscape, wherein, we initiated the automation with eligibility & benefit tools which resulted in fewer eligibility related denials. Furthermore, by automating the payment posting process, Jorie AI was able to improve the days in AR and a reduction in account receivables was brought to the actual picture of the outstanding AR, ensuring a more predictable revenue stream. Automation played a key role in mitigating the impact of staff shortages, as it allowed the healthcare system to maintain operational efficiency and financial performance without the need for additional full-time employees. This led to an increase in efficiency of eligibility verification (EV), payment posting and pre-cert process.

Results of Implementation

The results of Jorie AI's implementation were remarkable for the rural health system. By automating their billing processes and improving claims accuracy, the health system saw a significant reduction in denial rates and the organization was able to handle a higher volume of claims. **Collections, which had previously been a persistent issue, increased significantly from an average of 13%. There was a noted reduction of 3 days in AR, freeing up approximately $820,000 in working capital and pre-cert denials stood at 0.27%. EV appointment cancellations were 0.76%, which is at lowest in the rural health system's pre-cert history.** This improvement in operational efficiency helped to stabilize patient flow and recover lost revenue. Additionally, automation provided substantial cost savings, particularly in staffing, allowing to maintain the growth.

THE RESULTS:

- **Denial Rate Reduction:** Denial rates decreased with improved Pre-Cert and EV checks.
- **Days in AR:** DAR reduced by 3 days in 2024 (from 38 to 35), freeing up approximately $820K in working capital.
- **Cancellation Reduction:** Daily cancellations stand at 0.76%.
- **Revenue Growth:** Revenue was increased by $4.4M in 2024 when compared with 2023 collections.
- **GCR:** Increased by 1% for 2024 (24%)
- **Pre-Cert Denials:** Stand at 0.27% which is lowest in the rural health system's history.

Financial Impact and Efficiency Gains

Jorie AI's implementation had a profound financial impact on the rural health system. **The organization generated $4.4M in additional revenue, and freed up $820K in working capital,** thanks to improved claims processing and increased collections. This financial uplift was achieved with a reduction in EV cancellations, pre-cert denials and payment posting 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 document checks. 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 the health system maintain financial stability despite the challenges posed by staffing shortages and the departure of key physicians. With the implementation of EV Automation, payment posting, and claim edit automation, only the claims requiring AR attention were prioritized. Through a disciplined focus on denial mitigation and AR resolution, AR Days were reduced by 3 days, a notable achievement for Jorie AI and the rural health system.

Concluding Thoughts

The partnership between the rural health system and Jorie AI stands as a shining example of how artificial intelligence can revolutionize healthcare operations. By automating essential processes, Jorie AI has enabled the health system to reduce operational costs, enhance collection rates, and recover from staffing attrition without sacrificing service quality or financial performance. **The results—$4.4M increased collections, and a reduction in cancellations, demonstrate the long-lasting impact AI can have on a healthcare provider's financial health**. The rural health system is now on a path of continued success, with projections showing significant revenue growth and improved efficiency. This case study underscores the transformative power of AI, not only in improving day-to-day operations but also in creating sustainable financial growth for healthcare providers facing significant challenges. Jorie AI has proven to be an indispensable partner in helping the healthcare system navigate these challenges and providing the tools needed to thrive in an increasingly competitive healthcare landscape.