

A leading orthopedic practice, featuring top specialists, advanced treatments, and convenient locations, prioritizes delivering high-quality patient care while maintaining operational efficiency, particularly in billing and revenue cycle management.

The Challenge

The leading orthopedic practice faced significant operational and financial challenges, including elevated denial rates within the front-end eligibility process, staffing reductions that placed additional strain on revenue cycle operations, and a growing need for automation to maintain productivity and performance. The organization also struggled with clean claim rates that were not meeting expectations, contributing to revenue leakage and increased administrative burden. At the same time, a decline in patient volume resulting from the departure of several physicians further impacted revenue, creating additional pressure to improve operational efficiency and financial performance.

THE GOAL:

- Implement Jorie AI automation to address denial rates, staff attrition, and inefficiencies.
- Improve eligibility checks and clean claim rates, reducing denials.
- Streamline pre-certification and prior authorization, cutting cancellations.

AI-Driven Solution

Jorie AI's advanced automation tools were deployed to transform the leading orthopedic practice's revenue cycle management process. By automating the claims management processes, Jorie AI was able to improve clean claim rates and reduce denial rates, ensuring a more predictable revenue stream. The solution also addressed pre-certification and prior authorization issues, significantly reducing cancellations that were previously caused by pending or unapproved pre-certifications. Automation played a key role in mitigating the impact of staff shortages, as it allowed the practice to maintain operational efficiency and financial performance without the need for a full complement of employees.

Results of Implementation

The results of Jorie AI's implementation were remarkable for the leading orthopedic practice. By automating billing processes and improving claims accuracy, the practice saw a significant reduction in denial rates. Staff attrition no longer impeded their ability to process claims efficiently, and the organization was able to handle a higher volume of claims with fewer employees. Cancellations, which had previously been a persistent issue, decreased significantly from an average of 2.53 appointments per day to just 0.94. This improvement in operational efficiency helped the practice stabilize their patient flow and recover lost revenue. Additionally, automation provided substantial cost savings, particularly in staffing, and the practice was able to maintain its revenue growth despite a reduction in personnel. These changes led to a more efficient and profitable organization.



THE RESULTS:

- **Denial Rate Reduction:** Denial rates decreased with improved eligibility checks.
- **Cancellation Reduction:** Daily cancellations dropped from 2.53 to 0.94.
- **Staffing Efficiency:** Reduced 60 FTEs, saving \$3.1M in staff costs.
- **Revenue Growth:** Projected \$52M in collections for 2024, despite reduced charges.
- **Operational Cost Savings:** Cost-to-collect reduced from \$4.9M to \$1.8M over a 15-month period.
- **Increased Collections:** 2024 collections expected to exceed 2023 by \$2.49M and 2022 by \$3.19M.

“Jorie AI is dedicated to empowering healthcare providers like this leading orthopedic practice with automation solutions that drive efficiency, reduce costs, and support sustainable growth.”

- Chris Mashburn, COO Jorie AI

Conclusion

The partnership between the leading orthopedic practice and Jorie AI stands as a shining example of how Jorie's artificial intelligence can revolutionize healthcare operations. By automating essential processes, Jorie AI has enabled the practice to reduce operational costs, enhance collection rates, and recover from staffing attrition without sacrificing service quality or financial performance. The results—\$3.1M in savings, increased collections, and a reduction in cancellations—demonstrate the long-lasting impact AI can have on a healthcare provider's financial health. The practice is now on a path to 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 practice navigate these challenges, providing them with the tools needed to thrive in an increasingly competitive healthcare landscape.

Financial Impact and Efficiency Gains

Jorie AI's implementation had a profound financial impact on the leading orthopedic practice. By reducing staffing requirements and automating key aspects of the revenue cycle, the practice saved \$3.1M in staff costs as 60 full-time equivalents (FTEs) were relieved. In addition, the organization generated \$4.3M in additional revenue, thanks to improved claims processing and increased collections. The practice's cost-to-collect was significantly reduced from \$4.9M to \$1.8M over a 15-month period, which would have otherwise been spent on staffing. Moreover, projections indicate that the practice will collect \$52M in 2024, representing an increase of \$2.49M over 2023 and \$3.19M over 2022. This financial uplift was achieved with fewer charges, demonstrating the effectiveness of Jorie AI's automation in streamlining revenue collection.

Eligibility Denial Analysis

Jorie AI played a pivotal role in reducing denials by improving front-end checks and streamlining the claim submission process. The automation helped 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 denials not only improved overall cash flow but also helped the practice maintain financial stability despite the challenges posed by staffing shortages and the departure of key physicians.



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