



Revolutionizing Eligibility Verification: Cost Savings and Efficiency at a Gastroenterology Practice [CASE STUDY]

The Largest Gastroenterology Group in the U.S. operates an extensive network of physician practices specializing in gastroenterology. As the leading group of its kind, they faced the challenge of managing a high volume of claims and ensuring efficient revenue cycle management. To address these challenges, the group implemented Jorie AI's automation solutions to streamline Accounts Receivable (AR) and Eligibility Verification (EV) processes, reduce denials, and improve cash flow.

The Challenge

The Largest Gastroenterology Group in the U.S. faced significant revenue cycle challenges. High claim volumes and manual AR follow-ups caused delays, errors, and inefficiencies, with resolution rates lower than desired and escalations affecting reimbursement speed. Manual eligibility verification resulted in higher denial rates and required substantial labor, driving up costs and slowing cash flow. There was a critical need to automate these processes to reduce manual workloads, address costly errors, and streamline operations.

THE GOAL:

- **Accounts Receivable (AR) Automation:**
Improve AR resolution rates by automating follow-ups, reducing escalations, and accelerating claim resolution.
- **Eligibility Verification Automation:**
Automate eligibility verification to reduce manual effort and improve accuracy.
- **Scalability and Efficiency:**
Enable operational scalability without increasing staff, improving financial and operational outcomes.

AI-Driven Solution

Jorie AI's automation revolutionized AR and EV processes at the largest gastroenterology group in the U.S. AR follow-ups improved, with resolution rates increasing from 51% in Q1 to 62% in Q3, while escalations dropped from 11% to 7%. For IGG/IGF, resolution rates rose from 49% to 55% over the same period. Jorie AI also automated the verification of 91,000 appointments over three quarters, achieving an industry-leading 0.3% eligibility denial rate, far below the industry standard of 2-3%.

Results of Implementation

After implementing Jorie AI's automation solutions, the largest gastroenterology group in the U.S. achieved transformative results across its network. Automating 91,000 appointments over three quarters led to a 0.3% eligibility denial rate, contributing to \$691K in savings by reducing the need for 72 FTEs. These improvements accelerated reimbursement cycles, improved claims accuracy, and enhanced operational efficiency, positioning the group as a leader in gastroenterology practice management.

THE RESULTS (Three Quarters of 2024):

- **Automated Verification at Scale:** Automated verification of 91,000 appointments.
- **Improved Financial Outcomes:** Achieved a 0.3% eligibility-related denial rate, far below industry standards.
- **Cost Savings:** Realized \$691,000 in cost savings over three quarters by reducing 72 FTEs.
- **Enhanced Operational Efficiency:** Accelerated reimbursement cycles and improved cash flow.
- **Accelerated Revenue Cycle:** Enhanced operational efficiency and claims accuracy, boosting overall financial performance.

Financial Impact and Efficiency Gains

Jorie AI's automation solutions resulted in significant financial and operational improvements for the largest gastroenterology group in the U.S. Over three quarters of 2024, the group saved \$691K by reducing the need for 72 FTEs, and automated 91,000 eligibility verifications to improve accuracy and efficiency. The automation of AR follow-ups increased resolution rates and helped reduce escalation cases, leading to a faster, more reliable revenue cycle. With automation optimizing workflows, the organization managed higher claim volumes without additional resources, strengthening financial health and enhancing overall efficiency.

Eligibility Denial Analysis

Jorie AI's automation significantly reduced eligibility-related denials, achieving a 0.3% denial rate over three quarters, well below the industry standard of 2-3%. This reduction improved claim accuracy, minimized manual rework, and accelerated reimbursements. By automating verification and reducing errors, the group experienced fewer denied claims, directly contributing to faster revenue recovery and improved operational efficiency.

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At Jorie AI, our mission is to empower healthcare providers with scalable, innovative solutions that streamline operations and drive measurable results. This partnership exemplifies how automation can unlock efficiency, enhance revenue cycles, and ultimately improve patient outcomes.
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- SAL LO, CEO Jorie AI

Conclusion

The largest gastroenterology group in the U.S. has seen remarkable results through its partnership with Jorie AI. Over three quarters of 2024, automation increased resolution rates, reduced denials, and saved \$691K, enabling the organization to streamline operations, increase cash flow, and reduce labor costs. By automating high-volume, manual tasks, Jorie AI allowed the group to improve revenue cycle management while focusing on patient care. This partnership underscores the value of automation in driving financial performance and operational efficiency for large healthcare networks.



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