Dr. G: Transforming Healthcare Billing with AI [CASE STUDY]

In the rapidly evolving landscape of healthcare, staying ahead of the financial curve is as critical as delivering quality patient care. Dr. G's practice, a client of Jorie AI, stands as a testament to the profound impact that Jorie's artificial intelligence can have on insurance rules and billing processes.

The Challenge

Dr. G's practice faced a common set of challenges that plague many healthcare providers: high denial rates for insurance claims and prolonged Accounts Receivable (AR) days. These issues often culminated in delayed revenue streams and cash flow delays, hindering the practice's operational efficiency and financial sustainability.

THE GOAL:

- Implement Jorie AI's AI automation for billing and claims.
- Reduce denial rates and shorten AR days.

> **"By leveraging cutting-edge technology, Jorie AI has not only saved us money but empowered my company to build more practices, and elevate the standard of healthcare delivery."**
>
> \- Dr. G

AI-Driven Solution

In an effort to overturn these hurdles, Dr. G turned to the AI solutions offered by Jorie AI. The objective was to employ advanced automation to streamline billing processes, decrease denial rates, and reduce AR days, thus enabling more consistent and predictable revenue flow.

Results of Implementation

The results post-implementation demonstrated meaningful improvements in the practice's revenue cycle performance. The practice experienced a reduction in denial rates, helping to alleviate financial strain and improve claim outcomes. Accounts Receivable (AR) days were reduced by four days, reaching approximately 34 days, contributing to a more agile and responsive billing operation.

A more detailed review of the data revealed a consistent downward trend in denial rates, declining from 4.59% to a low of 2.76% before stabilizing around 3.37%. This trend highlights the effectiveness of Jorie AI's automation in identifying and addressing claim discrepancies earlier in the revenue cycle.

The benefits also extended to aged receivables. While the 0–30 day bucket increased from $3.1M to $5.0M, reflecting stronger current-period billing activity, the value of claims aged more than 90 days decreased significantly from $7.3M to $4.8M. This reduction demonstrates improved claim resolution and accelerated reimbursement cycles enabled through automation.

THE RESULTS:

- Denial Rates: Reduced by 2%
- AR days reduced by 4 days, reaching approximately 34 days
- Denial rates trended downward, reaching a low of 2.76%.
- Claims aged 90+ days decreased from $7.3M to $4.8M.
- Total savings of $694.5K through labor arbitrage and operational efficiencies.
- Average monthly charges billed reached approximately $10M.
- Total patients billed reached 139,776.
- More than $111M billed during the reporting period.

Financial Impact and Efficiency Gains

Jorie AI delivered measurable financial and operational improvements for the practice, generating approximately $694.5K in savings through labor arbitrage and workflow optimization. During the reporting period, the practice billed more than $111M, processed 139,776 patient accounts, and averaged approximately $10M in monthly charges billed. Combined with lower denial rates and a reduction in 90+ day accounts receivable from $7.3M to $4.8M, these improvements helped create a more efficient, predictable, and financially sustainable revenue cycle operation.

Eligibility Denial Analysis

A key contributor to the practice's improved financial performance was the reduction in denial rates through enhanced automation and front-end validation processes. By identifying potential claim issues earlier in the revenue cycle, Jorie AI helped improve claim accuracy and reduce avoidable denials. During the reporting period, denial rates declined from 4.59% to 3.37%, reaching a low of 2.76%, resulting in improved cash flow, reduced administrative burden, and greater financial predictability for the practice.

Conclusion

The partnership between Dr. G's practice and Jorie AI demonstrates how intelligent automation can strengthen revenue cycle performance and improve financial outcomes. Through lower denial rates, a reduction in aged accounts receivable, more than $111M billed during the reporting period, and approximately $694.5K in operational savings, Jorie AI helped create a more efficient and financially resilient organization. This case study highlights the value of AI-driven automation in helping healthcare providers optimize revenue cycle operations, improve cash flow, and support long-term growth.

Transforming Revenue Cycle Performance Through Intelligent Automation

Healthcare organizations face increasing pressure to improve financial performance while managing staffing challenges, payer complexity, and rising operational costs. Jorie AI helps providers address these challenges through advanced automation, artificial intelligence, and revenue cycle optimization solutions.

By automating repetitive tasks, improving claim accuracy, reducing denials, and accelerating reimbursement cycles, Jorie AI enables healthcare organizations to operate more efficiently while strengthening financial performance. From eligibility verification and claims management to analytics and operational workflows, Jorie AI provides scalable solutions designed to support sustainable growth, improve productivity, and enhance revenue cycle outcomes.

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