

Helping an RCM Outsourcing Vendor Better Serve a Community Hospital

How AKASA used AI to clear a claim status backlog, improve efficiencies for a revenue cycle vendor, and drive revenue for a hospital.

CHALLENGE



MediRevv, a Tegria Company, is a revenue cycle management company that helps healthcare providers by handling most of their revenue process. MediRevv’s team comprises specialists who can handle end-to-end revenue cycle management, coding, and more. Katherine Shaw Bethea Hospital (KSB) — an eighty-bed hospital in Illinois — had hired MediRevv to help them manage their revenue cycle. Things were going smoothly, but MediRevv wanted to maximize the quality of their output for KSB, while improving their own internal efficiencies, which meant improving their overall workflow and speed.

SOLUTION



To help MediRevv assist KSB while also improving their own internal operations, AKASA tailored and deployed our comprehensive follow-up solution using our unique expert-in-the-loop approach. This platform, Unified Automation®, combines modern machine learning with human judgment and subject matter expertise. It automated the claims status process, working within KSB’s EHR and payer portals, along with MediRevv’s internal system.

Unified Automation removed the claims status process from MediRevv’s plate for seven of KSB’s top payers within eight months. This allowed MediRevv to help KSB with more top-of-license matters.

RESULTS

Within four months, AKASA was able to build and deploy Unified Automation. Eight months later, seven of KSB’s ten payers were automated, preventing their accounts from aging out and allowing MediRevv to help with more complicated tasks and follow-ups.



4

MONTHS TO BUILD AND DEPLOY



3

PAYERS LIVE IN 4 MONTHS



7

PAYERS LIVE IN 8 MONTHS



15K

TOTAL ACCOUNTS WORKED IN 1 YEAR



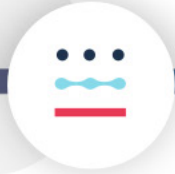
1,236

CLAIMS CLEARED PER MONTH



72

HOURS OF WORK AUTOMATED PER MONTH



Helping MediRevv Help KSB

MOUNTING CLAIM STATUSES, AN OUTSOURCER, AND A STRAINED COMMUNITY HOSPITAL

KSB is a community hospital with limited resources, like so many others in this country. MediRevv, a Tegria Company, is a leading revenue cycle management organization that stepped in to help KSB manage their revenue cycle. But MediRevv quickly found that the situation required automation in order to be the most efficient.

DOUBLE THE PARTIES, DOUBLE THE REQUIREMENTS

In order to help MediRevv, AKASA needed to develop an automated solution that worked with KSB's EHR (Cerner) and payer portals, and with MediRevv's systems. There were also differing security requirements for both parties — MediRevv required certain data security measures, and KSB faced other specific data and health regulations.

HOW AKASA HELPED

AKASA worked closely with MediRevv and KSB to understand their current revenue cycle process and then created and deployed AI to automate the claim status process. This gave MediRevv the bandwidth it needed to serve KSB better, while helping KSB avoid accounts aging out.

As AKASA continued activating additional payers for KSB, the rate at which claim statuses are cleared increased. More than 1,200 accounts are automatically processed each month by AKASA, saving MediRevv and KSB hundreds of staff hours.

A THREE-WAY VICTORY FOR AKASA, MEDIREVV, AND KSB

MediRevv and AKASA collaborated closely, working to help patients have more accurate and timely billing. A year later, the result is a community hospital capable of better serving their patients (regardless of resource shortages) and an outsourcer getting to deliver the best experience possible for its customer.



MediRevv, a Tegria Company is a revenue cycle company that helps organizations with complete end-to-end revenue cycle management, patient payout, and more. Its team of revenue cycle representatives uses custom workflow management systems, in-depth reporting, and predictive analytics to serve its growing customer base and deliver the best experience possible.



1,500
EMPLOYEES



130
CLIENTS



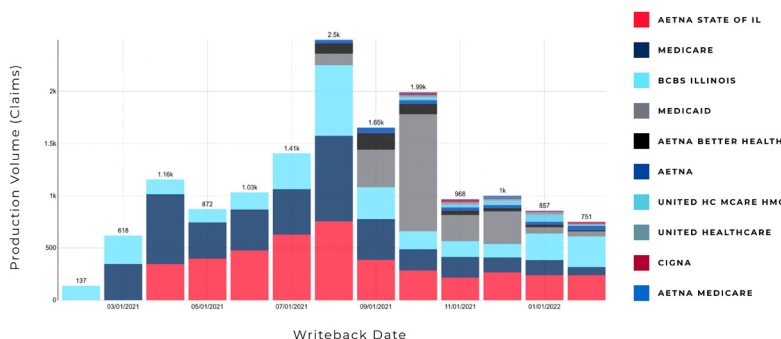
\$6.14B
TOTAL
MANAGED A/R

“ AKASA stands out so much from other solutions that I've seen. We're trying to get AKASA pushed further into our organization because they do so much more in terms of automation. We've had a really great experience and anyone that sees what this technology can do for us has been very impressed.

MELISSA HUSTON

Director of Solutions Support,
MediRevv

PRODUCTION SUMMARY COUNT (by month)



Want to improve your revenue cycle operations?
AKASA can help.

EMAIL INFO@AKASA.COM
TO SCHEDULE A DEMO.