BUSINESS OFFICE AUTOMATION
Case Study: Rapid, Fully Remote Deployment

Houston Eye Associates, a leading provider of ophthalmology care in the central US, has experienced significant volume growth over the last few years. In addition, due to COVID-19, the provider staff experienced a significant productivity dip, as billing staff made a rapid and unplanned transition to remote work. To effectively manage increased volume, while continuing to manage their cost to collect with a newly formed remote workforce, the provider used AKASA's Unified Automation™ to support revenue cycle production out of the centralized business office.

OBSERVE AKASA's proprietary software captured multi-modal data to get a 360-degree view of current workflows performed by staff.
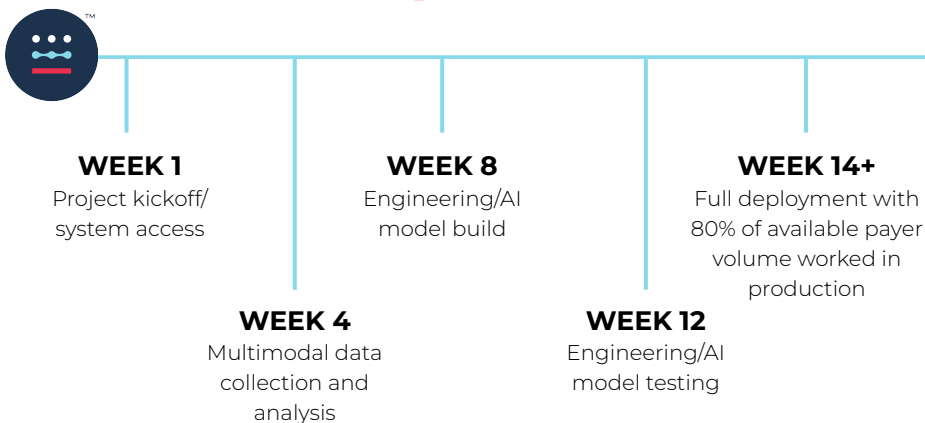
LEARN AKASA used this data to train its artificial intelligence, machine learning (AI/ML) algorithm, which autonomously creates models, constructing complex workflows that are impossible to script by hand.

PERFORM AKASA's team of RCM experts are notified to triage issues as they arise and resolve them in real-time, while the system learns from the actions they take. Continuous learning is built in.

Houston Eye Associates

- 23 locations
- $100+ million in annual net patient revenues

154
Hours of work saved during the initial 7 weeks of production

12
Weeks for proof of concept (POC) completion

<2
Weeks from POC to production migration

100%
Virtual implementation with no onsite support or knowledge transfer

23
Supported payer plans

80%
Of available payer volume worked in production

AKASA Implementation Timeline

WEEK 1
Project kickoff/ system access

WEEK 4
Multimodal data collection and analysis

WEEK 8
Engineering/AI model build

WEEK 12
Engineering/AI model testing

WEEK 14+
Full deployment with 80% of available payer volume worked in production

For more information: info@akasa.com or visit our website at AKASA.com