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.

**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