# BUSINESS OFFICE AUTOMATION
## Case Study: Automating At-Risk and Past-Due Claims

Methodist Health System, a leading provider of care in Nebraska, has experienced significant growth in volumes over the last few years. To effectively manage the increased volumes, while continuing to manage their cost to collect, the health system used AKASA's Unified Automation™ to support revenue cycle production out of the centralized business office.

**OBSERVE** AKASA's proprietary software captured multimodal 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 to construct complex flows 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. The technology automated revenue cycle tasks, effectively allowing the health system to shift resources from insurance follow-up activities to other revenue cycle functions.

**13,600**
*Accounts per month = 13.8 full-time employees (FTEs) who are meeting all performance and production goals*

### AKASA Production: August 2019 – March 2020
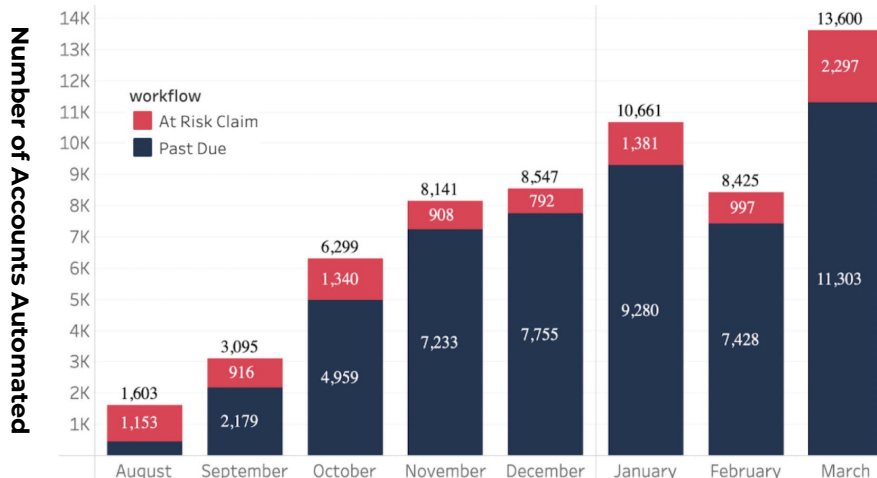


## Methodist Health System

- 4 hospitals, 33 clinics
- $950+ million in annual net patient revenue

**56,118**
Accounts statused by AKASA in 8 months

**5,559**
Hours of work saved in 8 months

**3,462**
Accounts statused by AKASA in one week

**71.3%**
Percentage of accounts removed from staff queues

**13.8**
Production equivalent to number of full-time employees

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