R SYSTEMS

AI/MACHINE LEARNING

AUTOMATED BILLING PROCESS

A renowned US based healthcare provider automated its billing process using **R Systems' AI/Machine Learning services**, thereby **reducing process time by 90%**, **cost by 80%**, and achieving **100% accuracy in payment posting**.

Problem Statement

Client received multiple invoices in batches from patients at different hospitals and insurance companies, making the billing process complex and requiring too many manual resources.

Business Need

Earlier, payments were allocated as per pre-determined amounts, done manually by the agents. Client wanted to automate the billing process to reduce manual efforts, and enhance efficiency.

Solution Approach

- Access patient data-portal, capture data from spreadsheets and integrate with the EHR
- Create real-time dashboards on payment position and accurately predict flow of transactions
- Scan invoices, read PCN numbers and payment amounts from the excel OPM report
- Register invoices, enter amounts along with other required fields on the invoice processing screen
- Apply sequential procedures and validations for each payment that's posted
- Send invoice-based payment statuses to the respective patients directly

The Benefits

- Substantial increase in number of payments posted

90% ⬇
Reduction in Process Time

100%
Accuracy in Payment Posting

80% ⬇
Cost Reduction