AIML & Automation for Auto-Adjudication Rate Improvement

4+ | Years of relationship

Business Problems

- Client is the strongest regional health plan and a subsidiary of one of the **largest integrated health systems in the US.**

- Clients' Claims Auto Adjudication Rate **(AAR)** was **72 %** and they wanted to increase the AAR to an industry benchmark of **95%**

- CitiusTech was engaged to explore the possibility of using **AI/ML techniques to improve the AAR,** and understand the feasibility of using client's existing infrastructure for ML activities

CitiusTech Solution(s) & Value Delivered

- CitiusTech's team of AI/ML specialists and clinical data experts developed **an AI/ML model that could accurately classify a claim line** as Approved or Denied.

- 8 months of claims data was used to develop the model. It used a combination of categorical variables like diagnosis, procedure claim type etc. and continuous variables like billed amount, copy age of patient etc. CitiusTech also evaluated the business value of auto adjudication and the resultant cost savings due to more accurate classification of claims.

- **Automated workflows** for model development, monitoring and deployment cycles.

- **End to End AI-ML solution** that easily integrates into existing workflow

- **Realtime and fast paced Model Performance dashboard** for monitoring model KPIs

75% to 92%
Improvement of auto-adjudication rate

~5Mn USD
Annual savings by decreased manual adjudication

9
Different verticals engaged across the organization

Powering the Future of Healthcare ▶

CitiusTech