AKASA | **MONTAGE Health**

Driving Claim Status Efficiency With AI-Based Automation

How a regional hospital and provider group experienced early wins automating its claim status follow-up workflow and expanded its engagement with AKASA.

Challenge

Montage Health had a high-performing revenue cycle team that was achieving its key performance indicators (KPIs). But its leaders knew automation would be necessary to drive efficiency, transition the staff to more complex work, and continue to meet benchmarks for years to come.

Solution

Montage Health brought AKASA in to collaborate on AI automation, kicking off with claim status. AKASA deployed Unified Automation®, a unique, expert-in-the-loop approach that combines modern machine learning and artificial intelligence with human judgment and subject matter expertise. It automated Montage Health's claim status follow-up workflow, saving the organization time, delivering insights faster, and reducing the likelihood of claims hitting timely filing deadlines. The technology worked alongside Montage Health's EHR (Epic), with no disruption to existing workflows.

Results

The project took four months to build. Within three months of going live, AKASA worked about 3,000 claims across five payers for Montage Health's hospital. Six months into the initial project, Montage Health expanded its engagement to include more payers within Community Hospital of the Monterey Peninsula (CHOMP) and then Montage Medical Group (MMG).

Montage Health

Montage Health is the nonprofit parent company of a family of organizations dedicated to improving lives by delivering exceptional care and inspiring the pursuit of optimal health. Montage Health's family of companies includes Community Hospital of the Monterey Peninsula, Montage Medical Group, MoGo Urgent Care, Aspire Health, Montage Health Foundation, and Montage Wellness Center.

~500 PATIENTS

2,500 STAFF

248 HOSPITAL BEDS

$701M NET OPERATING REVENUE

> " Unlike other solutions we considered, AKASA takes a holistic view. They plan for not only how to automate the revenue cycle, but how to continue to optimize it into the future. We knew we could grow with them.
>
> **MATT MORGAN**
> CFO | Montage Health

Being proactive about automation

While Montage Health was achieving its revenue cycle KPIs, it knew the healthcare industry was becoming more reliant on automated solutions to drive efficiency. Its leaders wanted to proactively implement digital innovations and integrate AI-based automation to improve operations even further. After an RFP process, Montage Health chose AKASA as its partner. Unlike other vendors, AKASA had a comprehensive understanding of the revenue cycle and how to automate it, with technology purpose-built for it.

How AKASA brought peace of mind

AKASA and Montage Health decided their first project would be automating the claim status follow-up workflow. Four months after kickoff, the project went live. Unified Automation enabled complete follow-up on claims with no payer response by checking the claim status on the payers' portals, pulling back relevant information into Epic, and prioritizing the need for escalation with the payer. Because of its strong relationship with Epic, AKASA could interface directly with that team and work officially within its system, which was vital for rapidly helping Montage Health.

Increasing claims volume and expanding automation

Within six months of launch, Montage Health realized the value AKASA's solution had on its revenue cycle. Their team was able to focus on more complex work that required human touch and were more productive and efficient overall.

As a result, Montage Health increased its engagement to include seven payers with CHOMP, and shortly thereafter, moved to the physician side as well with MMG.

Within six months, AKASA worked more than 23,000 claims for both their hospital and provider groups. It also played a role in improving days in accounts receivable (A/R) by 13%.
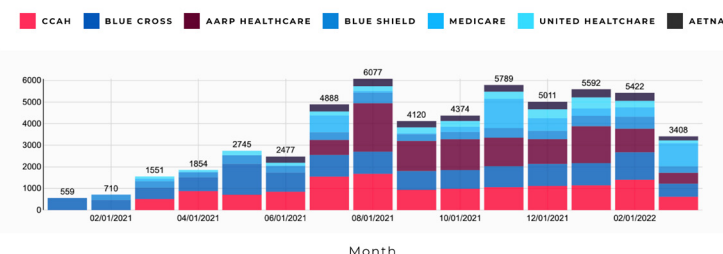
Due to the success that Montage Health has seen with automating claims status, it is expanding its relationship with AKASA and automating additional tasks, such as prior authorizations.

Setting and surpassing goals

At the beginning of the project, Montage Health and AKASA identified four goals, all of which were met.

01 Accelerate cash flow

13%
DECREASED DAYS IN A/R

02 Reduce mundane, time-consuming tasks

5K+
CLAIMS WORKED PER MONTH

03 Allow staff to focus on work requiring human attention

300+
HOURS OF STAFF TIME SAVED PER MONTH

04 Increase quality of claims follow-up process

97%
CLAIMS CHECKED
Resulting in detailed notes to drive work

PRODUCTION VOLUME (by payer)

Legend: CCAH, BLUE CROSS, AARP HEALTHCARE, BLUE SHIELD, MEDICARE, UNITED HEALTHCARE, AETNA

Values shown: 559, 710, 1551, 1854, 2745, 2477, 4888, 6077, 4120, 4374, 5789, 5011, 5592, 5422, 3408

Months: 02/01/2021, 04/01/2021, 06/01/2021, 08/01/2021, 10/01/2021, 12/01/2021, 02/01/2022

Month

Want to improve your revenue cycle operations?

AKASA can help.

*Email **info@akasa.com** to schedule a demo.*

STEP INTO THE FUTURE OF HEALTHCARE WITH **AKASA.**