LIVE WEBCAST

Tues., Feb. 13, 2024 | 2:00 PM ET

Level the **revenue cycle** playing field with Azure OpenAI GPT-4

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Level the revenue cycle playing field with Azure OpenAI GPT-4

As the world continues to witness the rapid evolution and adoption of AI and automation, it has become increasingly apparent that if you are not at the forefront of this technological revolution, you are going to be left behind. Health care providers are witnessing this in all aspects of their operations—but most vitally, in their margins. Claim denials are on the rise as payers deploy AI around claim reviews, prior authorization requirements and more. The results have been devastating to hospital and health systems' already tight operating margins.

The question isn't whether to adapt but how quickly.

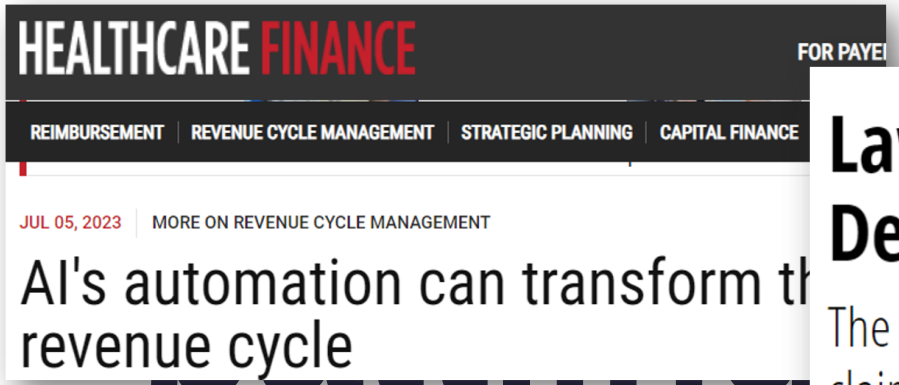
Claim denials are increasing 10%−15%.

The State of Claims 2022, Experian Health

Through this presentation, you'll gain a deeper understanding of how you can leverage the power of your existing IT investments in Microsoft, Epic, Oracle Cerner, Athena and other electronic health record (EHR) systems to produce tangible revenue cycle optimization results at lower costs.

Learning objectives:

- Create an AI shield: Combat evolving payer algorithms using Azure OpenAI GPT-4.
- Uncover optimization insights: Unlock actionable strategies to optimize financial performance through AI and automation.
- Maximize IT investments: Leverage existing IT investments for AI and Automation to produce the most value at the least cost.



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Polling Questions

Have you seen your denials or prior authorizations increase?

Were you aware that the payers are using AI to deny claims?

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What can you do? What are your options?

1. Hire more staff / FTEs?
2. Outsource to RCM company like R1 or Optum?
3. Send it offshore?
4. Wait for EMR vendors to solve the problem?
5. Send your data to a cloud solution provider?
6. Robotic Process Automation?

✓ **Keep it inhouse and automate with AI and tools you already own.**

Polling Questions

Of the options listed on what have your already tried?

Are you considering throwing in the towel and outsourcing?

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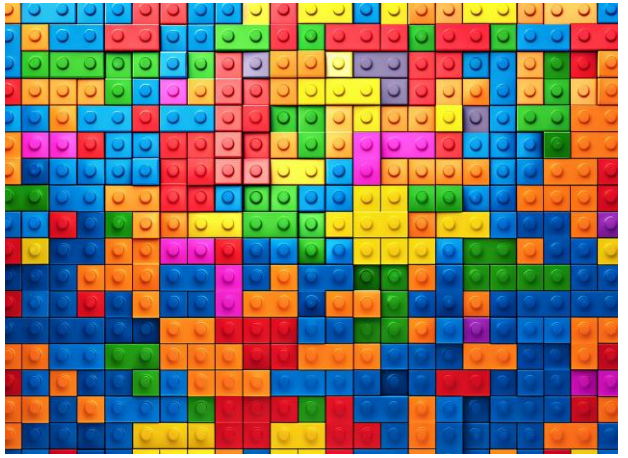
Let’s explore that last option

Microsoft Azure + Azure OpenAI = Azure AI Solutions



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Claim Status Automation

Epic
Cerner
AthenaHealth
eClinicalWorks

HL7v2
FHIR
X12 835/837
API

Microsoft Azure

- Key Vault
- Azure Storage
- Cosmos database
- Azure VM
- Azure Function App
- Azure Communication Service
- Azure App Service
- App Service Plan
- Azure Log Analytics
- Azure Event Grid
- Azure Event Grid Topic
- Resource Group
- Microsoft Playwright
- Power BI

277/278
FHIR
API
Playwright

Availity
Change
Optum
Payer Portals
Fax

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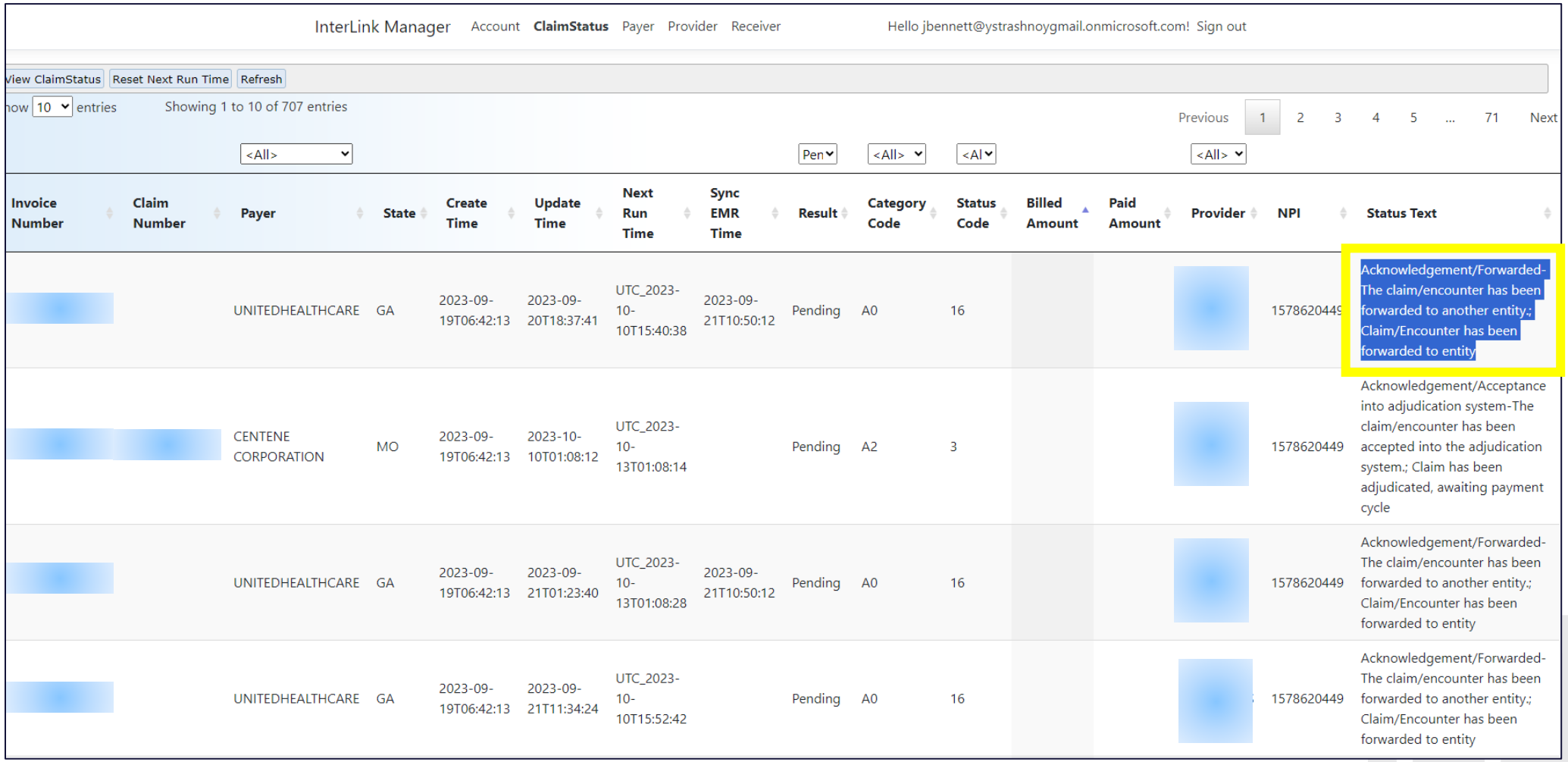
Claim Status Automation Demo



InterLink Manager Account **ClaimStatus** Payer Provider Receiver Hello jbennett@ystrashnoygmail.onmicrosoft.com! Sign out

View ClaimStatus | Reset Next Run Time | Refresh

how 10 entries Showing 1 to 10 of 707 entries

Previous 1 2 3 4 5 ... 71 Next

Invoice Number	Claim Number	Payer	State	Create Time	Update Time	Next Run Time	Sync EMR Time	Result	Category Code	Status Code	Billed Amount	Paid Amount	Provider	NPI	Status Text
[redacted]		UNITEDHEALTHCARE	GA	2023-09-19T06:42:13	2023-09-20T18:37:41	UTC_2023-10-10T15:40:38	2023-09-21T10:50:12	Pending	A0	16			[redacted]	1578620449	Acknowledgement/Forwarded-The claim/encounter has been forwarded to another entity.; Claim/Encounter has been forwarded to entity
[redacted]	[redacted]	CENTENE CORPORATION	MO	2023-09-19T06:42:13	2023-10-10T01:08:12	UTC_2023-10-13T01:08:14		Pending	A2	3			[redacted]	1578620449	Acknowledgement/Acceptance into adjudication system-The claim/encounter has been accepted into the adjudication system.; Claim has been adjudicated, awaiting payment cycle
[redacted]		UNITEDHEALTHCARE	GA	2023-09-19T06:42:13	2023-09-21T01:23:40	UTC_2023-10-13T01:08:28	2023-09-21T10:50:12	Pending	A0	16			[redacted]	1578620449	Acknowledgement/Forwarded-The claim/encounter has been forwarded to another entity.; Claim/Encounter has been forwarded to entity
[redacted]		UNITEDHEALTHCARE	GA	2023-09-19T06:42:13	2023-09-21T11:34:24	UTC_2023-10-10T15:52:42		Pending	A0	16			[redacted]	1578620449	Acknowledgement/Forwarded-The claim/encounter has been forwarded to another entity.; Claim/Encounter has been forwarded to entity

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Claim Status Automation Demo

Epic Resolute with claim status

Claims Reconciliation Information

Reconciliation ID: 3791859
Status: Open

Payor: UNITED HEALTHCARE MEDICAID
Plan: UHC MEDICAID

Date	Event	Run #	Elec File/Printer	Submitted	Closed Rsn	Name	Ref #
08/30/2023	External Status Change					UNITEDHEALTHCARE	87726

Details

Payor Info

Submitted: 21.00
Name: None
Clearinghouse sent: 8/30/2023
Check date: None

Paid: 8.16
Reference #: None
Payor received: None
Check #: None

Status Cat Code	Status Code	Entity Code	Status Message	Ext Sys Code
F1-Finalized/Payment-The claim/line has been paid. [16]	65-Claim/line has been paid. [65]		Finalized/Payment-The claim/line has been paid.; Claim/Line has been paid. [LN: 9560419156][ProcCode: 93010][CAS: 21][CAP: 8.16][Scode: 65][Ccode: F1][Stext: Finalized/Payment-The claim/line has been paid.; Claim/Line has been paid.]	

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Prior Authorization & Denial Automation

Epic
Cerner
AthenaHealth
eClinicalWorks

HL7v2
FHIR
X12 835/837
API

Microsoft Azure

- Power BI
- Azure OpenAI GPT
- Resource group
- Azure AD
- Key Vault
- Event Grid
- Event Grid Topic
- App Service
- App service plan
- Health Data Service (FHIR)
- FHIR Service
- Storage account
- Function App
- API Connection
- Application Insights – Log Analytics
- Azure VM
- Power Automate
- Synapse Analytics

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Polling Questions

Have you ever considered Microsoft as a solution or technology to automate revenue cycle?

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Revenue Cycle Analytics with PowerBI and Fabric

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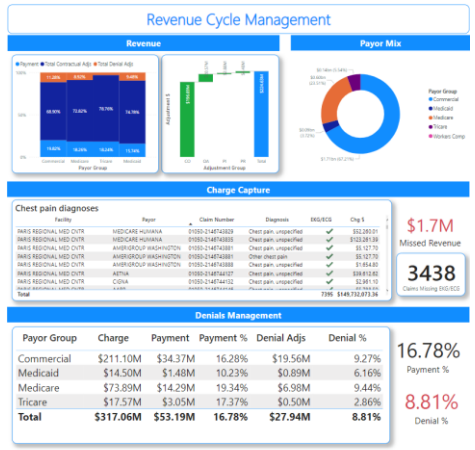
RAF Score

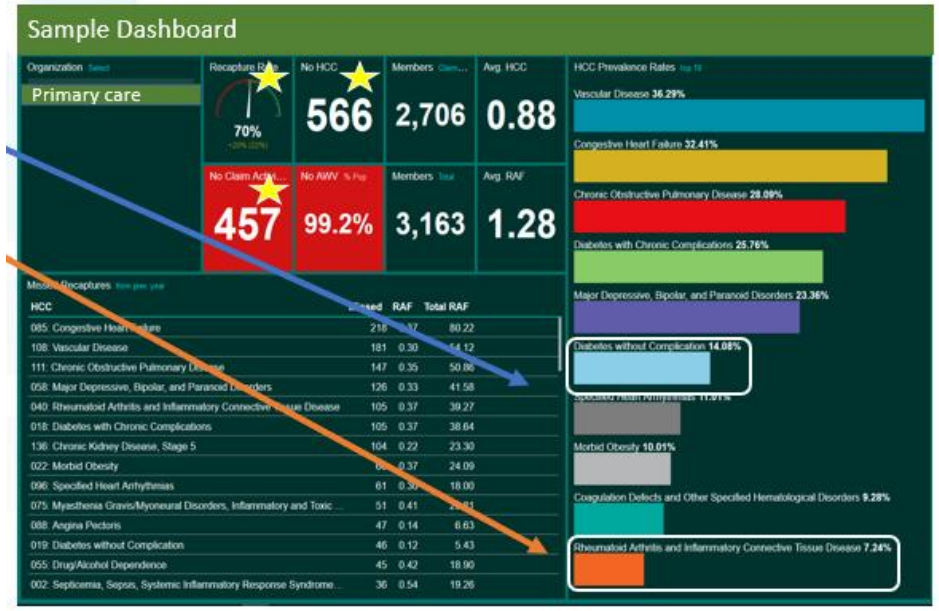
Actual RAF	1.0625▲
Target RAF	1.0291
Potential RAF	1.2370

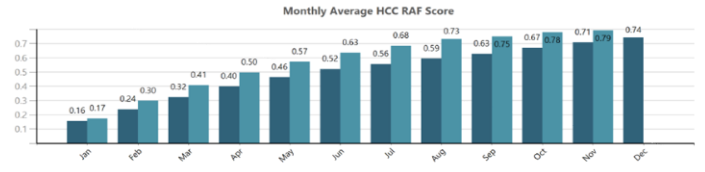
Previous Month

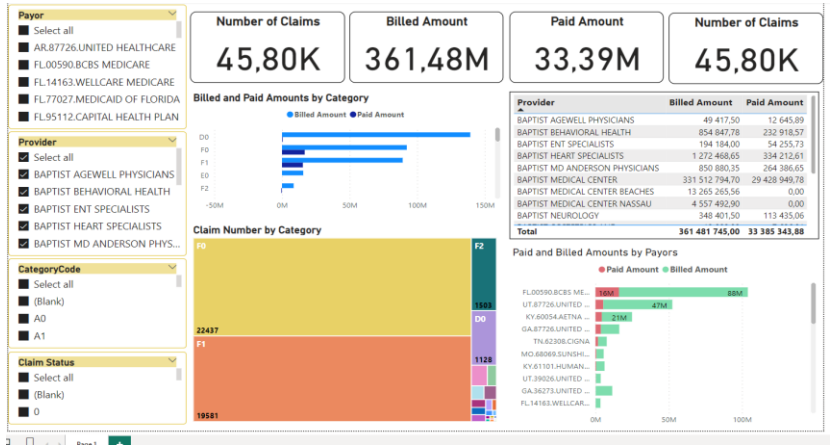
Actual RAF	1.0355
HCC Recapture Rate	68%
AWV Rate	48%
Encounter Rate	89%

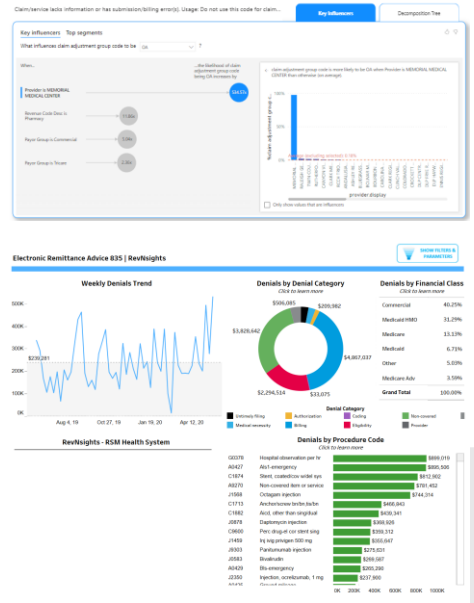
Risk Level	HCC Points	Members	Population %	wRVU (Total)	wRVU (Avg)	Missed	Recaptured	New	Recap. Rate	AWV Rate
very high	>3	425	3.82 %	81,967.71	192.87	662	1,477	1,849	69.05 %	36.71 %
high	>1 to 3	2,634	23.70 %	226,564.57	86.02	2,786	6,985	5,767	71.49 %	47.57 %
moderate	>.5 to 1	2,698	24.27 %	130,284.86	48.29	2,071	4,015	3,073	65.97 %	50.78 %
low	>.25 to .5	2,147	19.31 %	74,120.20	34.52	1,285	1,685	1,422	56.73 %	49.46 %
very low	0 to .25	3,212	28.90 %	79,443.86	24.73	1,493	436	532	22.60 %	46.58 %











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What do our people do now?

Microsoft 365 Copilot

+ Azure OpenAI

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Conclusion

You can see why the payers are adopting AI rapidly.

It is it time to up your revenue cycle game or face being overrun with more and more work that you do not have budget to staff.

Using our approach, you pay for what you use in Microsoft Azure. No up-front software purchase.

It is a game changer.

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How is RSM helping Customers?

We have a team of seasoned revenue cycle experts that analyze and optimize your revenue cycle.

Fix the process and apply automation & AI using Microsoft Azure and other Microsoft tools that you already own.

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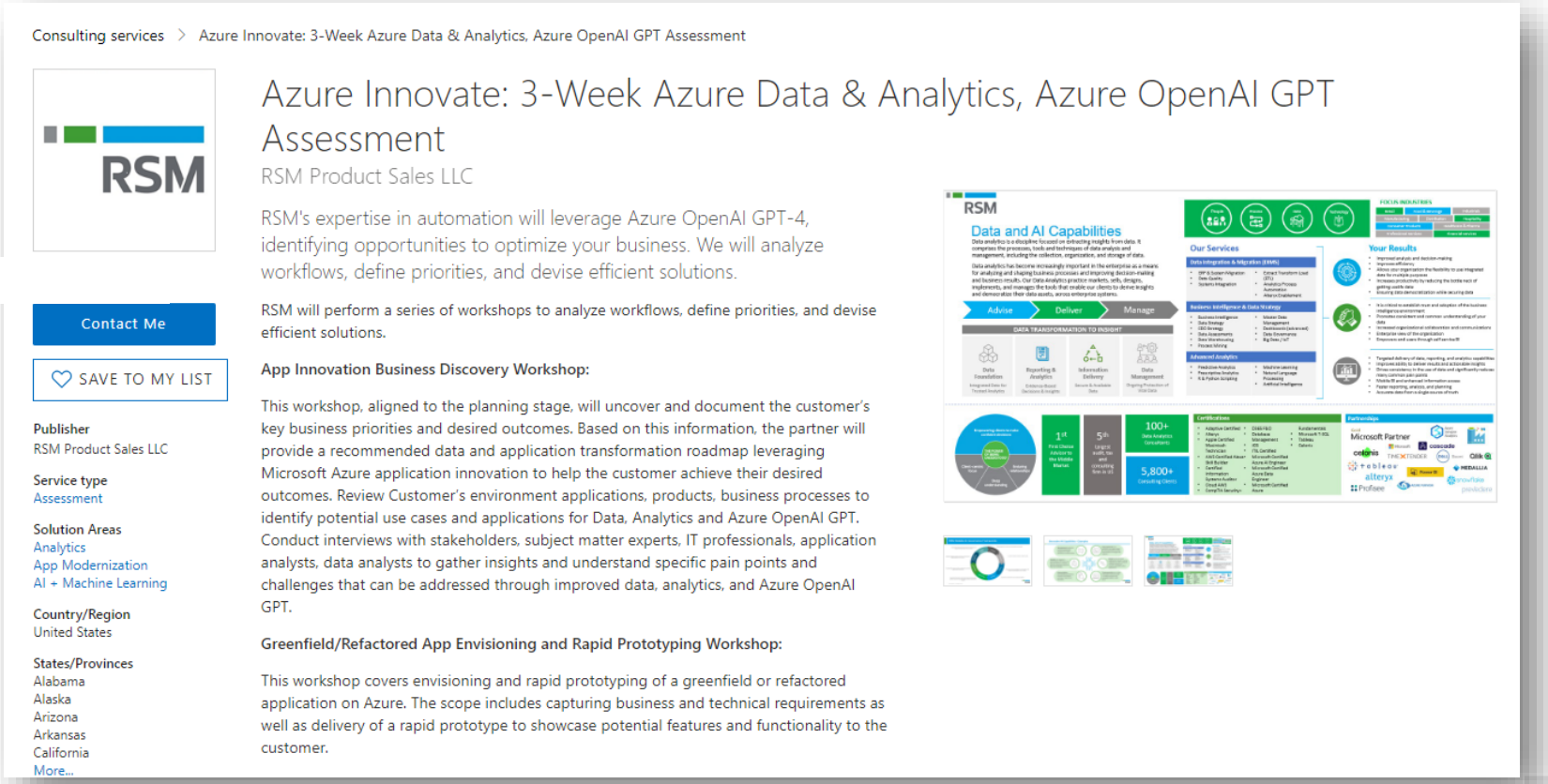
Azure Innovate: 3-Week Azure Data & Analytics, Azure OpenAI GPT

RSM's expertise in automation will leverage Azure OpenAI GPT-4, identifying opportunities to optimize your business. We will analyze workflows, define priorities, and devise efficient solutions.



Consulting services > Azure Innovate: 3-Week Azure Data & Analytics, Azure OpenAI GPT Assessment

Azure Innovate: 3-Week Azure Data & Analytics, Azure OpenAI GPT Assessment

RSM Product Sales LLC

RSM's expertise in automation will leverage Azure OpenAI GPT-4, identifying opportunities to optimize your business. We will analyze workflows, define priorities, and devise efficient solutions.

Contact Me

SAVE TO MY LIST

Publisher
RSM Product Sales LLC

Service type
Assessment

Solution Areas
Analytics
App Modernization
AI + Machine Learning

Country/Region
United States

States/Provinces
Alabama
Alaska
Arizona
Arkansas
California
More...

RSM will perform a series of workshops to analyze workflows, define priorities, and devise efficient solutions.

App Innovation Business Discovery Workshop:

This workshop, aligned to the planning stage, will uncover and document the customer's key business priorities and desired outcomes. Based on this information, the partner will provide a recommended data and application transformation roadmap leveraging Microsoft Azure application innovation to help the customer achieve their desired outcomes. Review Customer's environment applications, products, business processes to identify potential use cases and applications for Data, Analytics and Azure OpenAI GPT. Conduct interviews with stakeholders, subject matter experts, IT professionals, application analysts, data analysts to gather insights and understand specific pain points and challenges that can be addressed through improved data, analytics, and Azure OpenAI GPT.

Greenfield/Refactored App Envisioning and Rapid Prototyping Workshop:

This workshop covers envisioning and rapid prototyping of a greenfield or refactored application on Azure. The scope includes capturing business and technical requirements as well as delivery of a rapid prototype to showcase potential features and functionality to the customer.

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