27ᵗʰ Annual Revenue Cycle and Finance Conference
Building Beyond: Leading the Future of Revenue & Finance

AI Cracks the Code: How UMass Memorial Health Eliminated Backlogs and Boosted Efficiency with Coding Automation
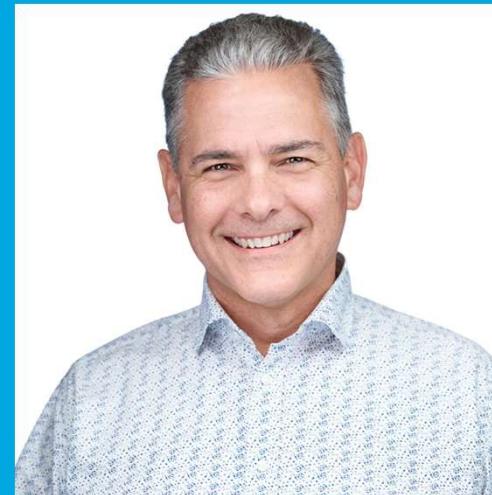
UMass Memorial Health

January 15, 2026

Meet Your Speakers

Barbara Scully
AVP of Physician Billing
at UMass Memorial Health

Michael Mercurio
SVP of Customer Success
at CodaMetrix

A Growing Industry Challenge

- Health systems facing severe operational + financial pressure

- Workforce shortages worsening; coder retirements outpacing new entrants

- Backlogs, slower throughput, higher error risk, burnout

- Claim denials rising; increasing payer complexity

Scrutiny is Rising. Denials are Up. Staffing is Down.

Coding-related denials are up
0%

Why Autonomous Coding?

- Growth plans made manual scaling unrealistic

- Need accuracy, consistency, and reduced operational burden

- AI handles repetitive work at scale and frees coders for complex cases requiring clinical nuance

- Accelerates claim submission and backlog clearance

AI Vendors:
Choose a Partner, Not just a Tool

Stakeholders involved:
RCM, coding leaders, IT, compliance, finance

Clinical accuracy:
Model performance, quality controls, handling edge cases/ Ensure ongoing model improvement + clinical sophistication

Integration strength:
Seamless Epic/EHR integration; minimal workflow disruption

Scalability:
Ability to support multiple service lines and future expansion

Partnership:
Dedicated support, frequent updates, long-term commitment

Real World Impact
of Autonomous Coding at UMass

hfma
massachusetts-rhode island chapter

Future Proofing Your AI Buy

- Select AI built for future service-line expansion that can scale ROI

- Ensure ongoing model improvement + clinical sophistication

- Strong EHR backing to accelerate integration – can they integrate with Epic? Cerner?

- Hyper focused on quality – accuracy is critical as payor scrutiny increases and guidelines change

- High-quality AI reduces denials, rework, and admin burden

- Scaling AI requires process + workflow evolution, not just more software

Thank You!

UMass Memorial Health

CodaMetrix