

# Keep Calm and Automate On

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Director of Revenue Cycle Analytics



**Keep  
Calm  
and  
Automate  
On**

# AI in Revenue Cycle: Narrative vs. Reality

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Narrative We Hear

Operational Reality



Human Touch

Zero human touch

Heavy human oversight  
still required

# AI in Revenue Cycle: Narrative vs. Reality

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Narrative We Hear

Operational Reality



Claims

Self-healing claims

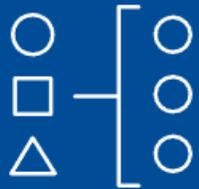
Limited cross-system  
orchestration

# AI in Revenue Cycle: Narrative vs. Reality

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Narrative We Hear

Operational Reality



**Workflows**

Fully autonomous  
workflows

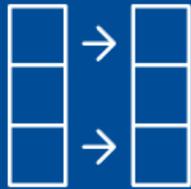
AI pilots in denial  
prediction

# AI in Revenue Cycle: Narrative vs. Reality

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Narrative We Hear

Operational Reality



**Replacement**

AI will replace revenue cycle

RPA handling repetitive tasks

# AI in Revenue Cycle: Narrative vs. Reality

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Narrative We Hear

Operational Reality



**Denials**

No more denials

Assisted appeal drafting

# Why This Matters Now?

**Margin Compression**  
Financial pressure on providers due to shrinking profit margins.



**Workforce Shortages**  
Difficulty maintaining adequate staffing levels due to shortages.



**Payer Complexity**  
Navigating diverse reimbursement models complicates financial processes.



**Regulatory Scrutiny**  
Ensuring compliance with evolving regulations adds complexity.

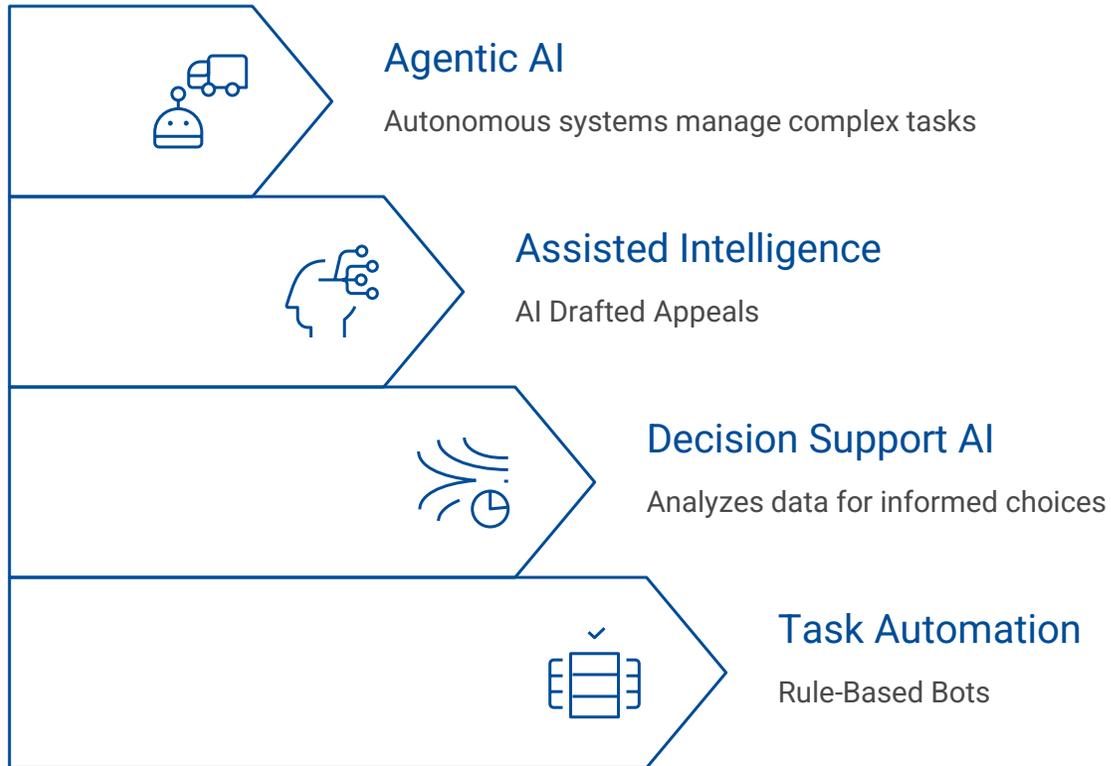


**Volume Variability**  
Unpredictable patient flow complicates resource allocation.



Why Automate?

# AI Development Timeline



Digitally Enabled Decision  
Automation  
Workflow Routing  
Workflow Optimization  
Real-time payer rule monitoring  
Revenue Optimization

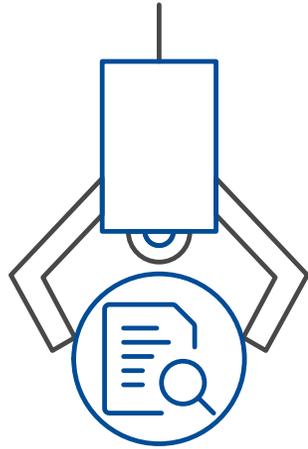
# What's Achievable Today

Automation Category	2019	2020	2021	2022	2023	2024	2025	2026	Total
⊕ Adjustments						\$1,284.00	\$2,560.00		\$3,844.00
⊕ Charge Review				\$84,000.00	\$252,000.00	\$252,000.00	\$126,000.00		\$714,000.00
⊕ Claim Status							\$234,463.50	\$5,470.50	\$239,934.00
⊕ EKG WQ					\$6,344.10	\$263,250.70	\$354,777.50	\$39,527.60	\$663,899.90
⊕ Interface WQ						\$35,144.00	\$17,038.40	\$295.55	\$52,477.95
⊕ Medicaid Lookup	\$44,000.00	\$264,000.00	\$264,000.00	\$264,000.00	\$264,000.00	\$264,000.00	\$542,883.16	\$58,027.80	\$1,964,910.96
⊕ Medical Records Upload						\$2,004.45	\$20,305.95	\$4,037.95	\$26,348.35
⊕ MSA					\$698.00	\$10,163.00	\$362.00		\$11,223.00
⊕ Referrals						\$62,986.00	\$117,491.00	\$2,351.25	\$182,828.25
<b>Total</b>	<b>\$44,000.00</b>	<b>\$264,000.00</b>	<b>\$264,000.00</b>	<b>\$348,000.00</b>	<b>\$523,042.10</b>	<b>\$890,832.15</b>	<b>\$1,415,881.51</b>	<b>\$109,710.65</b>	<b>\$3,859,466.41</b>

# What's Achievable Today

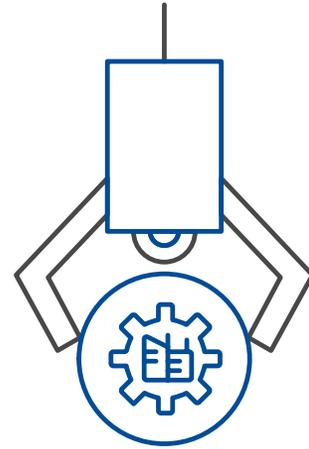
AUTOMATION_NAME	Average of CostPerTransaction	Operational_Owner_Nm	Owning_area	Primary_User_Nm	Automation_Tool	Workflow_Creator_Nm
HB MR Upload Availity	\$4.15	Scott Smith	HB	Jeff Petrie	UiPath	Navya Mohan Kalyat Kirali
Medical Record Epic Post Note	\$4.15	Malonee Garrett	PB	Diana Rodriguez	UiPath	Matt Cheney
HB MR Post Note	\$4.15	Scott Smith	HB	Jeff Petrie	UiPath	Navya Mohan Kalyat Kirali
MR Upload Availity	\$4.15	Malonee Garrett	PB	Diana Rodriguez	UiPath	Matt Cheney
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PB MR Download	\$4.15	Wathen Strong	PB	Diana Rodriguez	UiPath	Navya Mohan Kalyat Kirali
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PB MR Post Note	\$4.15	Wathen Strong	PB	Diana Rodriguez	UiPath	Navya Mohan Kalyat Kirali
Referrals Availity	\$2.75	Stephanie Mims	PAS	Jerry Watson	UiPath	Matt Cheney
Referrals Epic	\$2.75	Stephanie Mims	PAS	Jerry Watson	UiPath	Matt Cheney
Adjustments Refund	\$2.50	Rebekah Rock	HB	Rebekah Rock	UiPath	Navya Mohan Kalyat Kirali
MCD ELIGIBILITY	\$2.04	Faith Durant		Carol Dutchover	UiPath	Robbie Bright
MSA Redistribute	\$2.00	Cindi Donahue	PB	Tracy Thomas	UiPath	Matt Cheney
EKG Charge Modifier	\$1.90	Brent Townsend	PB	Margo Walder	UiPath	Matt Cheney
Claim Status Aetna	\$1.50	Scott Smith	HB	Jeff Petrie	UiPath	Matt Cheney
Claim Status BCBS Humana	\$1.50	Scott Smith	HB	Jeff Petrie	UiPath	Matt Cheney
Claim Status Cigna	\$1.50	Scott Smith	HB	Jeff Petrie	UiPath	Navya Mohan Kalyat Kirali
Claim Status UHC	\$1.50	Scott Smith	HB	Jeff Petrie	UiPath	Matt Cheney
Claim Status Wellmed	\$1.50	Scott Smith	HB	Jeff Petrie	UiPath	Navya Mohan Kalyat Kirali
<b>Total</b>	<b>\$1.90</b>					

# Other Notable Automations/AI Endeavors



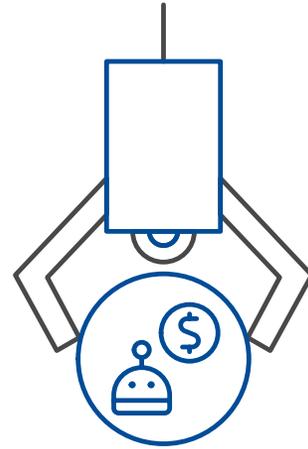
## AI Assisted Appeals

Automations for outpatient and ER AI assisted appeals.



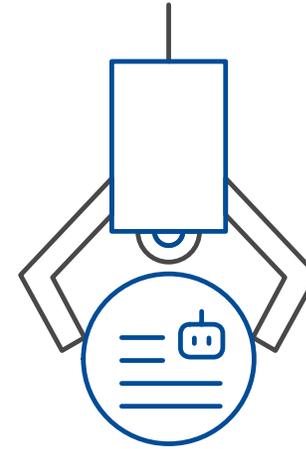
## Payor Policies AI

AI tools for managing payor policies.



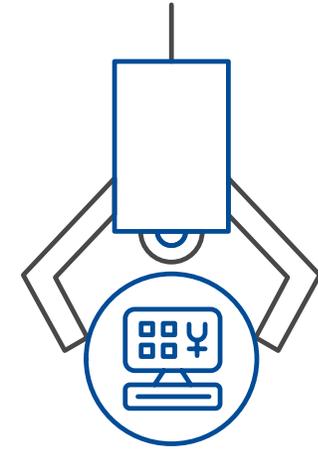
## Carl AI Bot

Carl is an AI bot for revenue cycle management.



## SOPhie SOP Bot

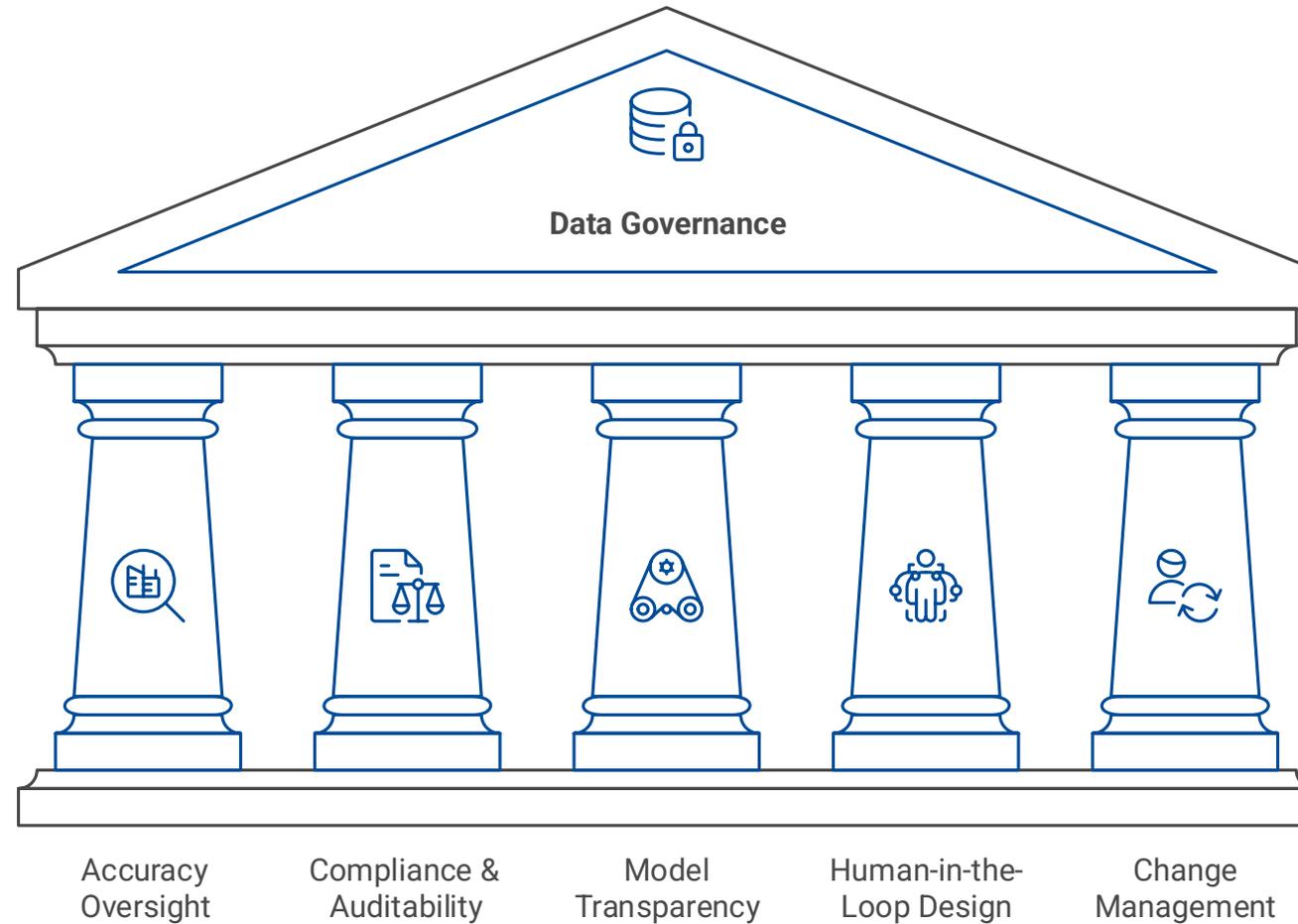
SOPhie is an SOP bot for standard operating procedures.



## AI Assisted Coding

AI assisted and automatic coding processes.

# Governance Framework



# Data Readiness



**Standardized Denial Codes**  
Categorize and address issues systematically.



**Work Queue Discipline**  
Maintain organization and prioritize tasks effectively.



**Clean Adjustment Reasons**  
Provide clarity on modifications made.

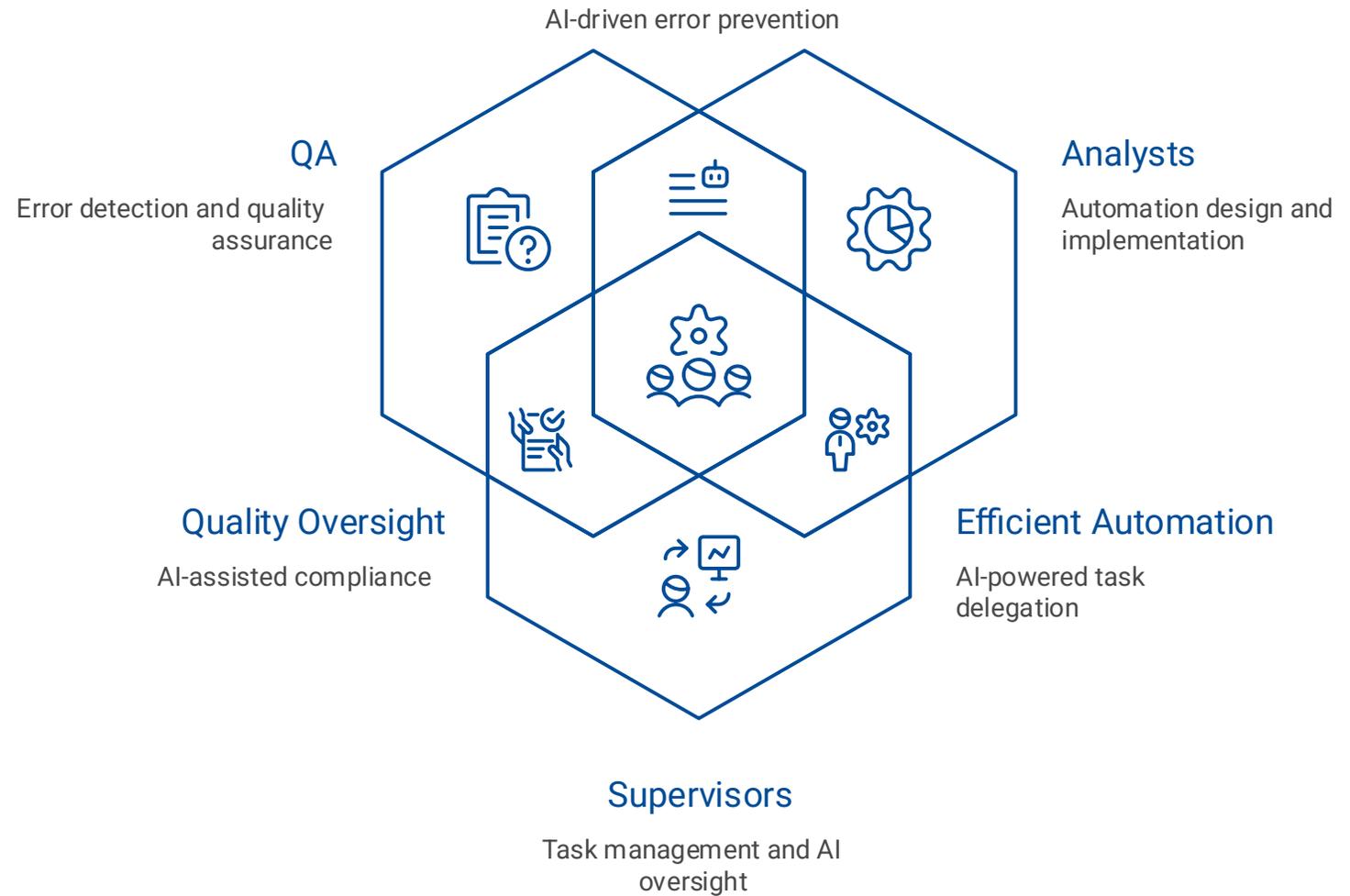


**Transaction Consistency**  
Ensure reliability and uniformity in processing.

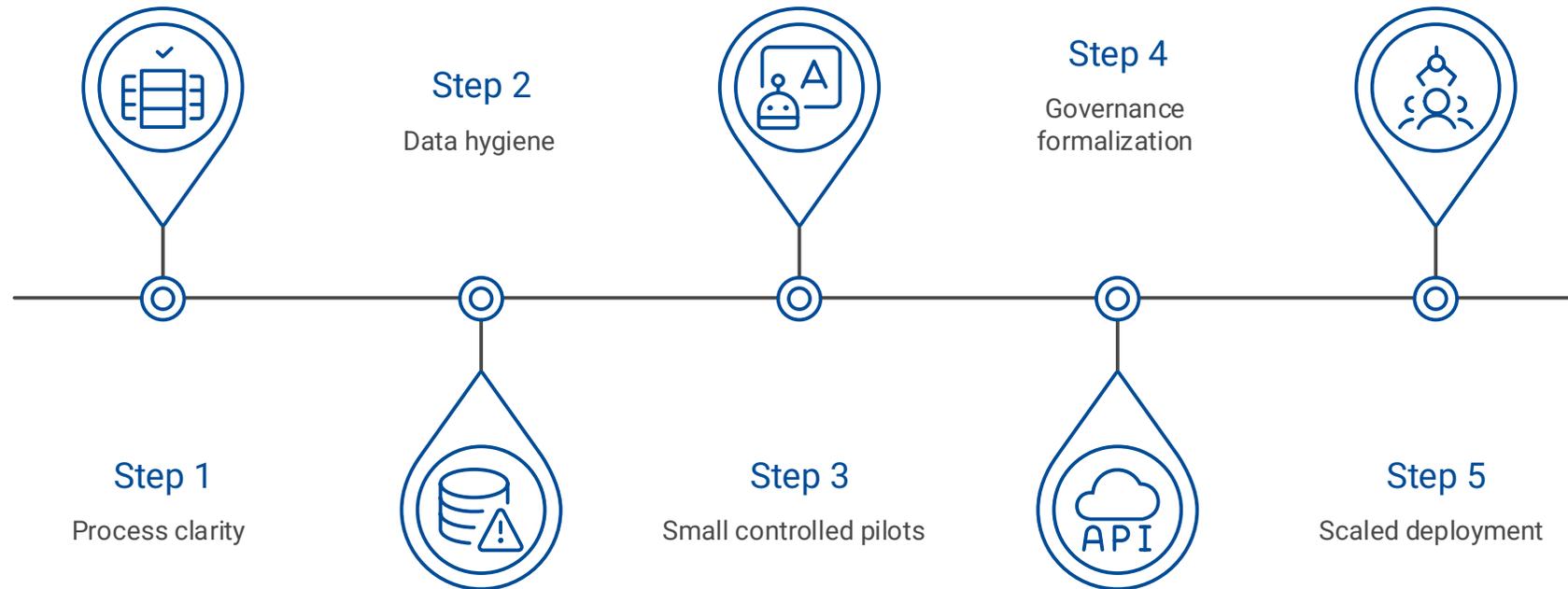


**Accurate Timestamps**  
Track the timing of each transaction.

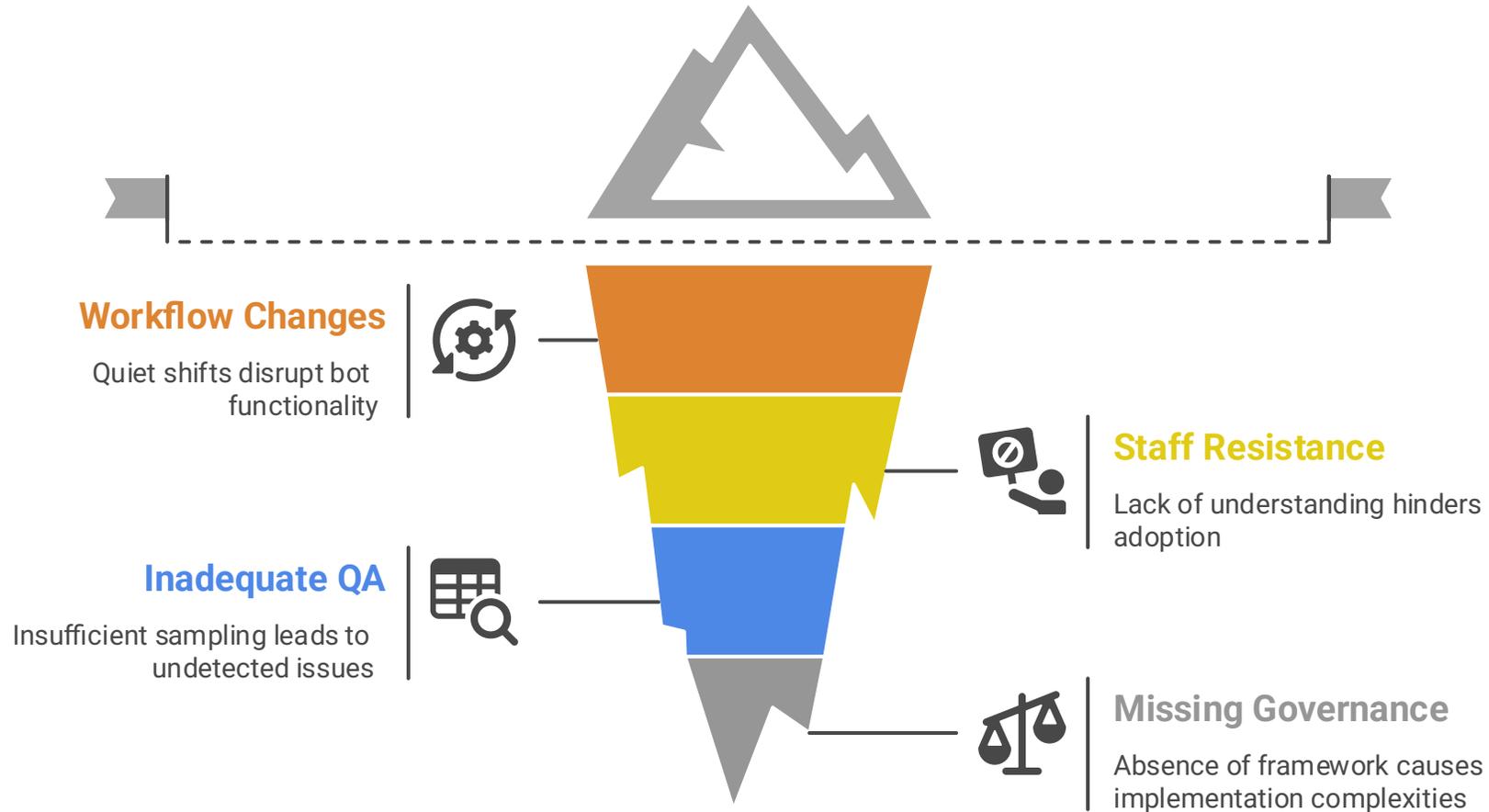
# Workforce Evolution



# Implementation Roadmap



# What We Learned the Hard Way



# Key Takeaways

## Workforce Training

Equipping employees with the skills to collaborate with AI.

## AI Integration

Treating AI as a team member to foster collaboration.

## Process Clarity

Ensuring clear guidelines and frameworks for AI integration.

## Intentional Scaling with Strong Governance

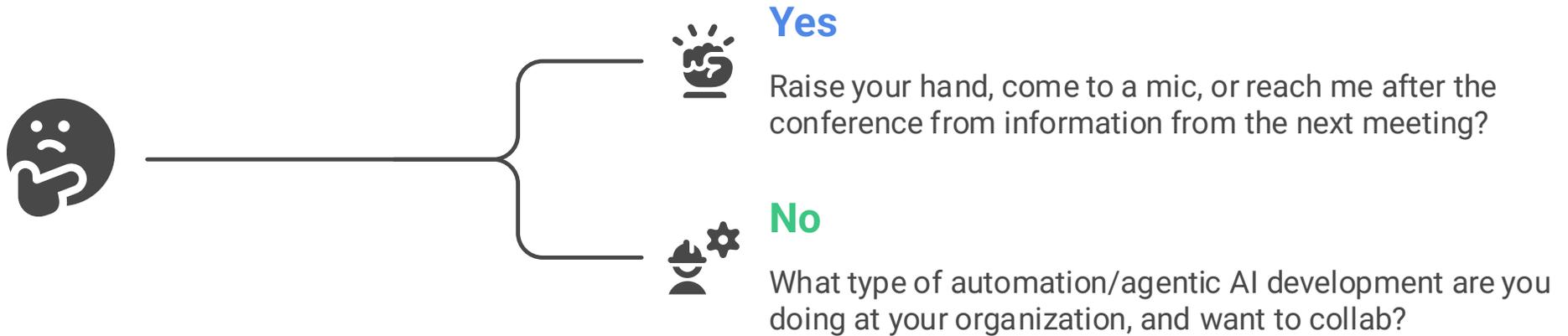
Adopting a measured approach to ensure sustainable AI growth.



AI Implementation

# Q&A

## Do I have any inquiries or need clarification on a specific topic?



# Questions/Follow up

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- <https://www.linkedin.com/in/mikelaukaitis/>

