

Pioneering Autonomous Denial Recovery with AI

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Abstract

In an era where **payers leverage AI to deny claims faster than providers can react**, Gabeo.ai partnered with Rebound Orthopedics to prove that touchless end-to-end (E2E) automation in denial management is not only possible but transformative. During an eight-week proof of concept (POC), Gabeo.ai's platform demonstrated that **autonomous resubmissions and appeals** could achieve **92% recovery rates** with no manual intervention, unlocking **\$54,469.53 in financial impact** and delivering a **4:1 return on investment (ROI)**. With the success of the POC, Rebound Orthopedics is moving forward with full deployment, integrating Gabeo.ai into their Epic PMS/EHR system.

About Rebound Orthopedics

Rebound Orthopedics is a leading multi-specialty practice offering comprehensive care in orthopedics, sports medicine, and physical therapy. Known for its commitment to patient-centered care, Rebound Orthopedics serves thousands of patients annually across the Pacific Northwest.

Why Automation is Critical

Payers are **outpacing providers** by rapidly adopting AI to **deny claims faster and more accurately**, often leveraging technology to exploit documentation gaps and compliance failures. Frequent and complex policy changes further disadvantage providers, who rely on manual workflows to recover denied claims. Without the right technology, providers risk:

- **Losing recoverable revenue** to *increasing volumes of professional write-offs*.
 - **Operational inefficiencies** that limit denial resolution rates.
 - **Prolonged Days to Payment (DTP)**, straining cash flow.
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Gabeo.ai's Unique Approach: Pioneering Touchless Denial Management

"Our goal is to match the speed and frequency of payer denials by delivering autonomous resubmissions and appeals 24/7, ensuring every denied claim is acted upon as swiftly as it was rejected"

The POC aimed to show how Gabeo.ai’s **proprietary AI platform** could disrupt the denial management process:

- 1. **Touchless E2E Automation:** Fully automated resubmissions and appeals for targeted denial codes, eliminating human intervention.
- 2. **Root Cause Resolution:** Identified the core issues behind denials by analyzing trends across CARC/RARC codes and payer behavior.
- 3. **Predictive Precision:** Leveraged historical data, AR reports, and professional write-offs to adapt to payer-specific denial patterns.

Results

“We’ve proven that full denial recovery automation isn’t just a goal—it’s a reality.”

Financial Metrics

Metric	Value	Impact
Claims Processed	809	Automated workflows for five targeted denial codes.
Allowed Amount	\$55,543.67	Payer-approved claims post-appeal.
Paid (Recovered)	\$51,100.18	Achieved a 92% recovery efficiency rate , far exceeding the 70% industry benchmark .
Professional Write-Offs	\$25,628.92	Revenue unlocked from claims previously written off.
Incremental Recovery	\$12,209.61	Additional revenue generated compared to manual processes.

Operational Efficiency

Metric	Value	Impact
Labor Savings	\$16,180	Eliminated manual intervention for 809 claims, allowing staff to focus on higher-value priorities.
Cash Flow Imp	\$441.00	Reduced DTP by 70 days, accelerating cash flow and enhancing liquidity.

Total Financial Impact

Category	Amount (\$)	Description
Incremental Recovery	\$12,209.61	Generated through superior recovery rates.
Write-Off Recovery	\$25,628.92	Revenue recovered from professional write-offs, addressing long-standing inefficiencies.
Labor Cost Savings	\$16,180	Operational savings driven by automation.
Cash Flow Acceleration	\$441.00	Financial benefit of faster collections and reinvestment potential.
Total Savings	\$54,469.53	Combined financial and operational impact during the POC.

What Makes Gabeo.ai Different?

1. **Touchless E2E Automation:** Demonstrated the industry's first autonomous denial recovery, achieving **92% recovery rates without human intervention**.
 2. **Proactive Adaptation:** Continuously learns from payer policy changes and denial patterns to optimize recovery workflows.
 3. **Effortless Deployment:** Delivered seamless results during the POC without requiring integration; production deployment involves a one-time Epic integration.
 4. **Scalable Impact:** Designed to handle all denial categories and payers, providing long-term financial and operational improvements.
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Next Steps: Scaling Autonomous Recovery

Rebound Orthopedics has committed to **full production deployment**, integrating Gabeo.ai with their Epic system to scale touchless denial recovery across all payers and denial categories. This rollout positions Rebound Orthopedics at the forefront of automated revenue cycle management.

The Bottom Line

Gabeo.ai is redefining denial management for CFOs and Revenue Cycle teams:

- **\$54,469.53 in financial savings** during a focused POC.
 - A proven **4:1 ROI** demonstrating measurable, scalable results.
 - Fully autonomous denial recovery powered by advanced AI.
 - Reduced dependence on manual workflows, increased recovery rates, and accelerated cash flow.
 - **Recovered \$25,628 from write-offs** that were destined to be written off, proving the value hidden in what others discard.
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Acknowledgments

We thank Rebound Orthopedics for their partnership and shared vision of innovation in revenue cycle management.

References

1. Gabeo.ai POC Data Analysis (2024).
 2. HFMA Denial Trends Report (2023).
 3. MGMA Revenue Cycle Benchmarks (2024).
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*Disclaimer: While the platform automated denial resolution during the POC, **one manual touchpoint was required** to push final actions through the clearinghouse and payers. A one-time integration will be required for full production deployment.