



## Machine Learning in Charge Capture and Denials

nThrive Speakers Bureau // Sample Presentation





## **Agenda**

### Goals for Today's Discussion

- Why Charge Capture matters
- Common Denial problems
- How Machine Learning and AI can help

# Industry overview and market trends



Increased **managed care** as percentage of payor mix



Increased focus on **pricing and charge practices**



Shift towards **bundled and episodic payment**



Increased **regulatory scrutiny** and fines



## Where should you begin?

Charge, Denial and Reimbursement data

1-2% of net patient revenue is lost due to charge capture errors

\$3.5M revenue risk for a median hospital

-0.7% median operating margin for 200+ bed hospital

25% of claims are rejected or denied due to charge-related issues

# Find Missing Charges with Machine Learning

- Build solution without manually constructing rules by hand
- Train models on large data sets
- Use correlations between procedures, diagnoses and other features to predictively identify Missing Charges before sending the bill
- Decrease missed charges significantly
- More accurate than rule based solutions
- Far more accurate than manual-only solution
- Dual Benefits: Efficiency and Throughput

## REAL IMPACT – MISSED CHARGES

### GOAL: Reduce missed charges by half

- There is a roughly 2% missed charge rate across the industry
- Adding a Machine Learning solution for missed charges takes less time to build, and at less cost to develop and maintain
- Yield results as good or better than can be achieved manually or with a rule-based solution

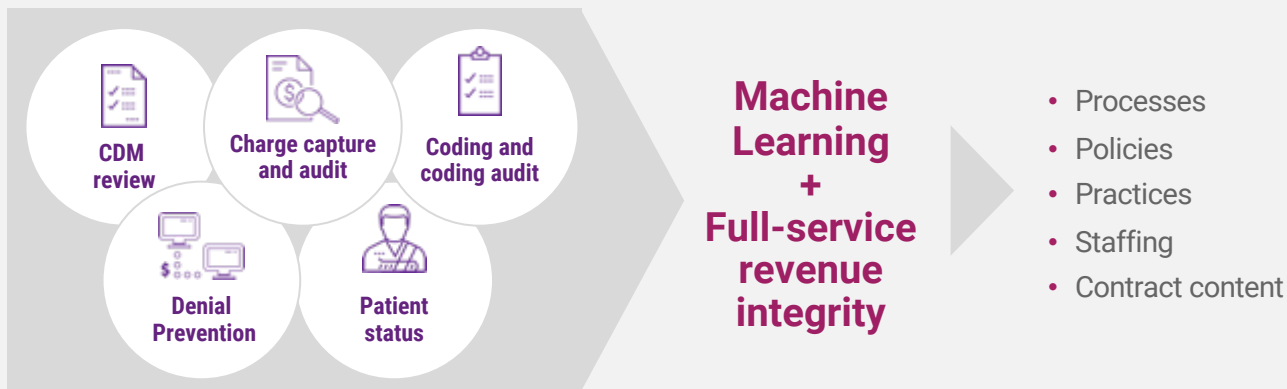
# Machine Learning Coupled to Charge Capture Audit and Denials Prevention Supports Revenue Integrity



## Revenue Integrity

to recognize the full value of every patient encounter

AI & Machine Learning Impact the Revenue Integrity Process with Efficiency and Accuracy Improvements





From Patient-to-Payment,<sup>SM</sup> nThrive empowers  
health care for every one in every community.<sup>®</sup>

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