AI/ML & Automation for Auto-Adjudication Rate Improvement

4+ | Years of relationship

Business Problems

- A resilient regional health plan and subsidiary of one of the largest integrated health systems in the U.S.

- Clients' Claims Auto Adjudication Rate (AAR) was 72% and they sought to increase their AAR to an industry benchmark of 95%.

- CitiusTech was engaged to explore the possibility of using AI/ML techniques to improve the AAR, as well as better understand the feasibility of using the client's existing infrastructure for ML activities.

Solutions & Value Delivered

- CitiusTech's team of AI/ML specialists and clinical data experts developed an AI/ML model that accurately classified claim lines as Approved or Denied.

- Eight months of claims data was leveraged to develop the model through a combination of categorical variables like diagnosis, procedure claim type etc. and continuous variables like billed amount, copy age of patient, etc.

- CitiusTech also evaluated the business value of auto adjudication and the resultant cost savings from more accurate claims classification.

- Automated workflows for model development, monitoring and deployment cycles

- End to End AI-ML solution that easily integrates into existing workflow

- Real-time, fast-paced KPI dashboard

75% to 92%
Improvement of auto-adjudication rate

~5Mn USD
annual savings via decreased manual adjudication

Automated workflows for model development

CitiusTech