

CASE STUDY:

DIGITAL TRANSFORMATION IN HOSPITAL CARE

Used AI to transform the process of submitting insurance claims to greatly increase the speed of revenue recognition.

CHALLENGE

Our consultant supported a healthcare provider struggling with the manual coding process required for insurance claims submissions. Clinical coders and administrators had to manually assign ICD-10 codes to each claim, translating diagnoses and treatments into standardized industry codes for submission to insurance companies (Payers). This labor-intensive process was prone to errors (from inexperienced coders), slowed claim submission times, and led to rework, especially for inaccurately coded claims which are often rejected by insurers. Additionally, the manual coding process required substantial administrative hours, limiting staff capacity for other critical tasks. As competitors embrace automation to expedite their claims processing, this provider realized the risk of losing efficiency, increasing costs, and reducing their competitive edge.

SOLUTION

Our solution implemented an AI-driven model to transform the clinical coding process for insurance claims. By analyzing medical charts and automatically proposing ICD-10 codes, the AI model dramatically reduced the time required for coding. What once took clinical coders and administrators multiple days could now be completed in minutes. This automation not only expedited the submission process, improving claim acceptance rates and reducing rework, but also freed up administrative capacity to focus on higher-value tasks. The provider was able to enhance operational efficiency and improve response times, strengthening its competitive positioning and increasing satisfaction among both staff and patients.

RESULTS

- Increased insurance filing coding **accuracy by 87%**
- Achieved an **AI generated accurate coding of 93%** when reviewed by expert coders
- **Cut time of out-patient chart coding from 3 days on average to 30 mins**
- **Increase in revenue recognition and topline revenue by 3-5%**

ABOUT VACO'S CONSULTANT



[Fadi Hindi](#) is a seasoned executive with 30 years of experience in driving business transformation through digital innovation, AI, and strategic leadership. He excels in leveraging emerging technologies to create new products, optimize operations, and enhance customer experiences, establishing market leadership. Fadi has successfully guided companies toward sustainable growth across various sectors by managing cultural shifts to foster collaboration and performance excellence.