

CASE STUDY:

CMBS leverages AI and NLP to improve coding accuracy with Gemini Coder Platform™



EXECUTIVE SUMMARY

Customer

California Medical Business Services (CMBS)
National Management Services Org. (MSO)
Los Angeles, CA

Challenge

The use of aging coding software was creating errors and efficiency issues. Poor customer service from the previous vendor made it difficult to quickly get answers to questions.

Solution

Gemini Coder Platform™
Gemini Coding Assist™

Results

Using AI, machine learning and NLP powered autonomous coding, CMBS greatly improved coding efficiency and reduced errors. CMBS also leveraged Gemini Coding Assist, filling in with live coders during resourcing gaps.

CHALLENGE

When California Medical Business Services (CMBS) became dissatisfied with aging coding software from its large industry provider, its leaders decided to explore other options.

At the top of the “wish list” were solutions using artificial intelligence (AI) and machine learning capabilities with Natural Language Processing (NLP) to reduce rework and improve turnaround times. At the urging of their billing software vendor, they decided to evaluate Aideo Technologies’ AI-powered healthcare solutions.

“Our older technology was very rigid and looked archaic,” said Leslie Bernardino, CMBS Medical Coding Supervisor, adding, “when software doesn’t look current, it is hard to trust it.”

More importantly, she noted that it had serious limitations that resulted in errors. “For example, all the information had to be aligned perfectly in the system to get the coding right. If a physician said, ‘no pulmonary embolism,’ the system wouldn’t recognize the word ‘no,’ and coded it as a ‘pulmonary embolism.’”

Because of this, everything had to be double-checked for mistakes, creating further delays, especially when the organization was short-staffed.

The poor customer support CMBS received from the existing vendor also compounded these problems. “We were required to submit a ticket and wait for a response even if we found a wrong code created by their system. When we did get a response, we were often blamed for the problem,” she added.

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Leslie Bernardino, CMBS Medical Coding Supervisor

SOLUTION

To remedy these issues, CMBS upgraded to Aidéo's Gemini Coder Platform™ to gain the latest features and functionality of autonomous coding using AI and machine learning technology. CMBS was also interested in deploying NLP, a feature they hoped would overcome coding errors due to unrecognizable words and phrases.

Aidéo uses NLP to interpret structured and unstructured data in electronic medical records, including free-form physician notes. Gemini's auto coding technology then combines NLP with advanced AI and machine learning algorithms to continuously assemble, catalog, and codify coding expertise, allowing it to then be applied to the task of generating new automated claims.

“This technology is a game-changer in the world of coding,” explained Aidéo CEO David Shelton. “The machine can code 12 reports per second, or ~43,000 per hour, at the same or better accuracy rate than humans, for a lower cost.”

RESULTS

Since CMBS changed to Aidéo, turnaround times have improved significantly, with the auto code rate improving daily. “I have 2.5 coders, and one is on leave. I haven't had to add staff thanks to the efficiency gains,” Bernardino explained. When she does need fill-in support, she also turns to Aidéo's Gemini Coding Assist to subcontract help.

The transition to Aidéo was encouraged by Bernardino's medical billing software vendor and Aidéo partner Imagine Software. “The combination of Aideo and Imagine made the transition so easy and seamless for us,” she emphasized. “We are getting great value. The pricing is fair and has helped us to streamline our operations. The team is responsive, takes our feedback, and has even built new features that eliminate clicks for our coders.”

Thanks to the efficiency gains, Bernardino adds that she's even been able to help the CMBS denials team clear its backlog of denied claims. “In many cases, the claims were denied because they weren't coded correctly. We can use the system to read and fix the errors, which helps the billers process the denials and recoup the revenue.”

Want to learn how Aidéo Technologies' autonomous coding using AI, machine learning, and NLP can impact your organization? Contact us at info@aideo-tech.com, and one of our experts will reach out to you immediately.

ABOUT CMBS

Based in Los Angeles, California Medical Business Services, LLC, is a national management services organization (MSO). CMBS partners with established practices, positioning physicians in the marketplace to achieve greater success and sustainability. Their approach combines an in-depth understanding of the problems and solutions within the healthcare system with expertise in revenue cycle management, finance, statistics, demographics, and policy, providing clients with superior service and continuous improvement.

ABOUT AIDÉO TECHNOLOGIES

Aidéo Technologies is a leading provider of medical coding productivity solutions to the revenue cycle management industry. Creating scalable and repeatable coding efficiency, Aidéo Technologies' Gemini Solution Suite empowers and compliments medical coders with workflow efficiencies, artificial intelligence, and supplemental coding services. The Gemini Coder Platform™, Gemini AutoCode™, and Gemini Coding Assist™ solutions are optimized to work together for maximum impact in creating efficiency and improving accuracy through workflow improvements and autonomous and predictive coding. Aidéo is headquartered in West Palm Beach, FL with locations in the San Francisco Bay area and Mumbai, India.