

# the cost of inefficient claim status.

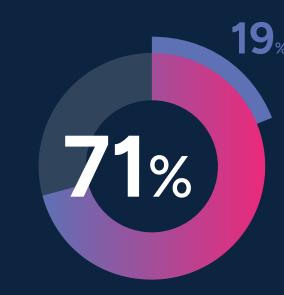
#### Why automation is imperative for revenue cycle teams

Despite widespread digital adoption, statusing healthcare claims is still a surprisingly costly and manual process. Automating even just a fraction of your claim status checks can save thousands of hours annually and decrease days in AR. But if you need more convincing, read on.

## the situation.



of claim status inquiries that's 1.5 billion — are at least partially manual<sup>1</sup>



while the volume of inquiries increased 19% YOY, the cost to conduct them rose an alarming 71%<sup>1</sup>



the total cost to providers of inefficient claim statusing — that's 15% of total administrative spend<sup>1</sup>

## the time cost.

It takes 24 minutes to status a claim manually<sup>1</sup>



If your team statuses 1,000 claims/month, that's

**24,000** minutes or **50** working days

each month spent on hold with payers or refreshing portals.



Automating just 40 percent of those status checks could save

**9,600** minutes or

20 working days

each month to dedicate to higher value work.

What could your billing team accomplish with that extra time?

## the people cost.

phone with payers.

Your team can't afford to sit on the



90% of hospitals and health systems are experiencing a labor shortage<sup>2</sup>



about **burnout** of non-physician staff<sup>3</sup>



**50%** of billing roles are vacant<sup>2</sup>



## Timely appeals are critical to a healthy revenue cycle.

the downstream cost.



make sense to see those denials coming sooner, with fewer resources dedicated to researching claim status.

54% of denied claims

takes a lot of time and energy. Automating claim status can free up staff time for appeals.

may be overturned4, but it

Commercial payers are

20% more slowly YOY. The sooner you appeal a denial, the sooner you get paid.

paying hospital claims nearly

cycle staff, and accelerate time to payment.

Automating claim status may seem low-priority, but it's more like low-hanging fruit —

a clear win to reduce the expense of manual and inefficient statusing, retain revenue

### Enriched Claim Status is just one part of the Janus Health platform. We offer

transform your operations with us.

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automation and intelligence solutions to optimize your entire revenue cycle.

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1 <u>CAQH 2023 Index</u>

- 2 <u>Healthcare Trends and Data Show Clinical Shortage 'Tip of the Iceberg'</u> 3 Top Issues Confronting Hospitals
- 4 <u>Trend Alert: Private Payers Retain Profits by Refusing or Delaying Legitimate Medical Claims</u>

5 AHA calls out 'skyrocketing' administrative costs for hospitals