

# AIML & Automation for Auto-Adjudication rate improvement

4+ Years of Relationship

## Business Challenge

- Client is the strongest regional health plan and a subsidiary of one of the largest integrated health systems in the US.
- Clients' Claims Auto Adjudication Rate (AAR) was 72 % and they wanted to increase the AAR to an industry bench mark of 95%.
- CitiusTech was engaged to explore the possibility of using AI/ML techniques to improve the AAR, and understand the feasibility of using client's existing infrastructure for ML activities.



- CitiusTech's team of AI/ML specialists and clinical data experts developed an AI/ML model that could accurately classify a claim line as Approved or Denied.
- 8 months of claims data was used to develop the model. It used 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 due to more accurate classification of claims.
- Automated workflows for model development, monitoring and deployment cycles.
- End to end AI-ML solution that easily integrates into existing workflow.
- Realtime and fast paced Model Performance dashboard for monitoring model KPIs.

**VALUE  
DELIVERED**

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**75% to 92%**

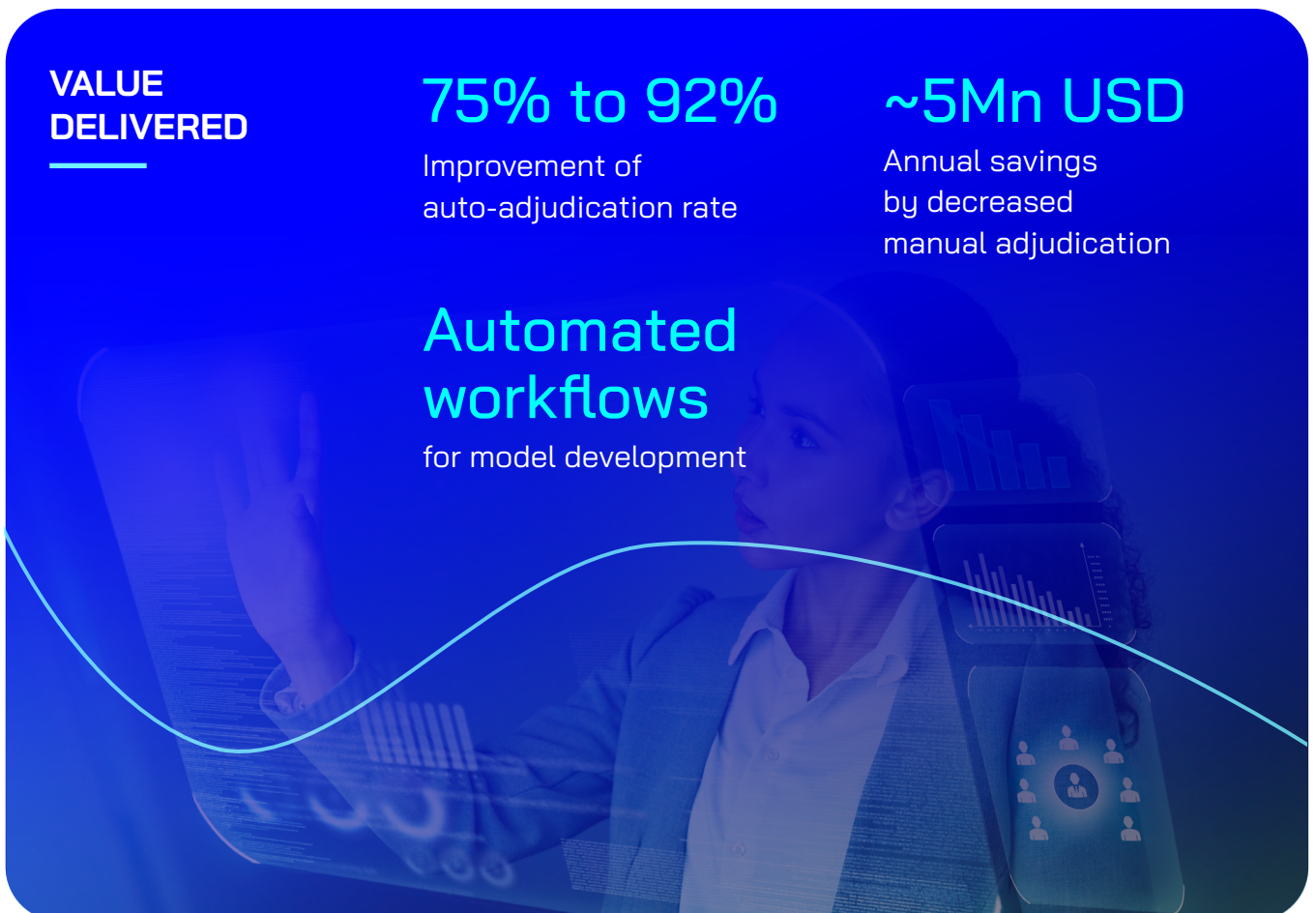
Improvement of  
auto-adjudication rate

**~5Mn USD**

Annual savings  
by decreased  
manual adjudication

**Automated  
workflows**

for model development





Shaping Healthcare Possibilities

CitiusTech is a global IT services, consulting, and business solutions enterprise 100% focused on the healthcare and life sciences industry. We enable 140+ enterprises to build a human-first ecosystem that is efficient, effective, and equitable with deep domain expertise and next-gen technology.

With over 8,500 healthcare technology professionals worldwide, CitiusTech powers healthcare digital innovation, business transformation and industry-wide convergence through next-generation technologies, solutions, and products.

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