



AI REVENUE CYCLE MANAGEMENT:

A Healthcare Success Story

Grooper®

www.bisok.com

THIS CASE STUDY highlights how a leading healthcare clearinghouse company revolutionized their EOB processing workflow by implementing Grooper's AI functionality and intelligent document processing.

THE CHALLENGE:

BEFORE ADOPTING GROOPER, the company faced significant challenges with their manual EOB processing. A large team of employees meticulously keyed in data from scanned EOBs, a time-consuming and error-prone process. This manual approach resulted in:



Slow Processing Speeds:

The labor-intensive nature of manual data entry created significant bottlenecks in the processing workflow, leading to delays in claim adjudication and payments, and slowing down the revenue cycle for their clients.



Manual Errors:

Manual data entry processes are inherently prone to human error, leading to data inaccuracies and inconsistencies. Additionally, managing a large data entry staff is cumbersome, complex, and full of challenges.



Limited Scalability:

The manual process lacked the scalability to accommodate the growing volume of EOBs and the evolving needs of the healthcare industry.

THE GROOPER AI-BASED SOLUTION:

THE COMPANY IMPLEMENTED Grooper's AI to automate critical aspects of their EOB processing workflow, including:



Automated Document Classification:

Grooper intelligently classifies EOBs based on the unique data formatting of the document. These are called "label sets," and they identify the healthcare payor associated with each document. This automated classification process eliminates the need for manual classification and significantly improves processing speed.



Data Extraction and Validation:

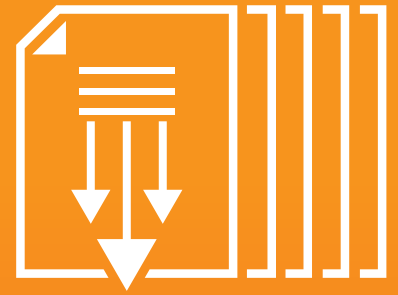
Grooper then extracts critical data fields from each EOB, including patient information, claim details, payment amounts, remark codes and adjustments. Grooper validates the extracted data against a matching EDI 837 claim file, ensuring accuracy and eliminating errors.



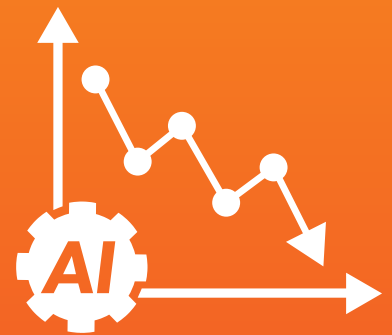
Significantly Reduced Manual Work:

Grooper has drastically cut the need for manual data entry. In December 2024, the company only corrected 1.5 million data fields out of 85 million extracted fields. This means that employees only had to correct 1.7% of all data fields.

Those corrections occur when data from an EOB doesn't meet a validation rule. In terms of the quantity of characters extracted, it's even more substantial – 344 million characters were extracted with 98% accuracy from scanned paper EOB documents.



**344 MILLION CHARACTERS
WERE EXTRACTED**



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DOCUMENTS**



**INCREASED
OPERATIONAL
EFFICIENCY BY
100**

KEY RESULTS OF AI REVENUE CYCLE MANAGEMENT:



Nearly 600% Faster Processing Speeds:

Grooper significantly accelerates EOB processing, enabling the company to process a much higher volume of claims with a reduced workforce.

In fact, one person can now process 93 claims per hour with Grooper. Before Grooper, that same employee could only process 16 claims per hour. This means the customer is processing claims almost six times faster with Grooper.



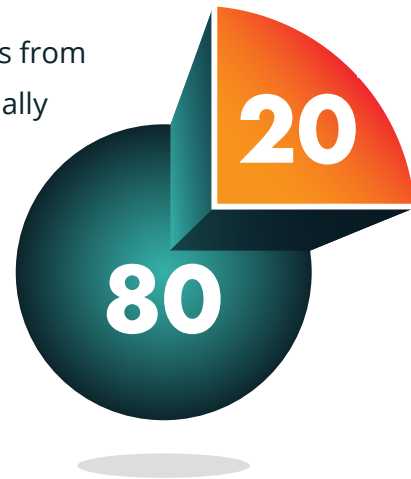
Reduced Operational Costs and Complexity by 100:

Grooper's EOB conversion solution has given the customer a substantial increase in operational efficiency. Nearly 100 positions dedicated to tough, painstaking manual data entry work have been streamlined. The management of nearly 100 extra people is a huge task in itself. These positions and the required management were reallocated to more meaningful, higher priority tasks.



AI Search = Greatly Reduced Prep Work:

Prior to Grooper's new AI Search feature, EOBs from new payors would need to be identified manually so Grooper could be taught a new payor EOB type. This task required hundreds of sample documents to ensure classification and extraction were configured correctly. This presented a major bottleneck in large implementations. Normally, an "80/20" rule was deployed, singling out the largest 20% of payors that made up 80% of the volume.



This task lasted months, as companies manually searched for samples for training. This task alone delayed the project significantly.

Now, Grooper's AI Search has eliminated all manual work from this task, as it allows the grouping of payor EOB documents together from a simple search interface. Similar documents can be extracted with the same definitions, so new payors are easily accommodated and classification and extraction streamlined.



Enhanced Accuracy:

Automated data extraction and validation against the 837 files has eliminated manual errors, ensuring accurate and reliable data for downstream processes.



Improved Customer Satisfaction:

Faster processing times enable the company to provide more timely information. Clients now receive their EOB information weeks faster, improving overall customer satisfaction.

HOW GROOPER UNIQUELY SOLVED TOUGH PROBLEMS:



Detecting Multiple EOB Transactions:

EOB documents normally contain numerous claim transactions. For example, one EOB document could contain hundreds of claims.

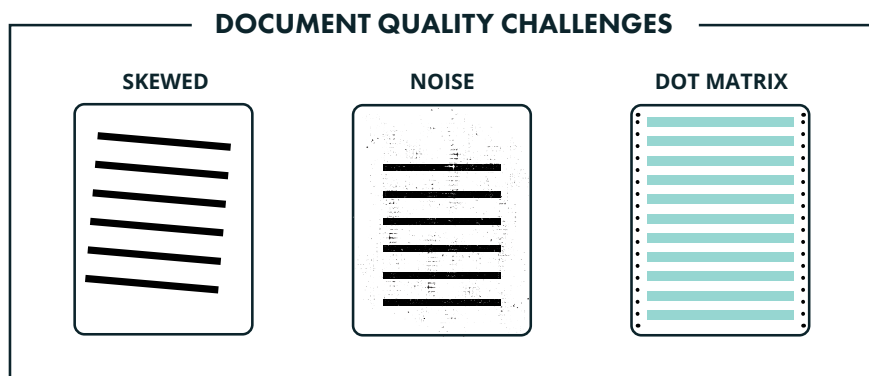
This has posed enormous challenges for traditional OCR and data extraction solutions. Those solutions might be able to process a document with one claim transaction but not varying numbers of transactions without also needing extensive manual setup and testing.

However, Grooper's AI has solved this problem. It uses an AI-based methodology called "Transaction Detection" to recognize all the separate claims and individual lines in an EOB document. Grooper then extracts all pertinent information out of each claim transaction into a corresponding table.



Leveraging the Microsoft Tech Stack:

The company encountered challenges with document quality, including skewed documents, document noise, and low-quality dot matrix printing. Grooper leverages cutting edge robust OCR capabilities in Microsoft Azure to effectively handle these issues to achieve superior accuracy rates.





Label Set Collection:

A key differentiator is Grooper's internally built AI ability, which identifies different EOB document types based on their unique label sets. This capability enables accurate and efficient classification of diverse EOB documents. New payor EOBs are identified with minimal effort.



AI-Powered EOB Sample Research:

For EOBs from new providers, Grooper's AI Search feature automates the process of finding new EOBs for processing. This eliminates the need for an employee to perform manual sample collection, significantly reducing project timelines and improving overall efficiency.



CONCLUSION:

By implementing Grooper's AI-powered intelligent document processing platform, the healthcare clearinghouse company has achieved a significant transformation in their EOB processing workflow.

This success story demonstrates the transformative power of AI in automating complex document-centric processes, improving operational efficiency, and enhancing patient / customer satisfaction within the healthcare industry.



For more information on Grooper AI,
go to **www.Grooper.com**

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