

# Olive teams up with TriHealth to streamline health admin processes

Article

AI-powered healthcare automation startup **Olive** is [partnering](#) with Cincinnati-based health system **TriHealth** to increase automation of revenue cycle management (RCM) processes like insurance claims status checks as well as tasks on the clinical side, like pharmacy operations.

**So, what's RCM?** The revenue cycle management process involves all payments-related tasks from the start of a patient encounter all the way through to payment on the provider end. This

includes patient insurance eligibility, copays, claims submission and management, and billing.

**Most hospitals implemented some type of RCM tech during the pandemic, and we think penetration will inch even closer to 100% of hospitals in the year ahead:**

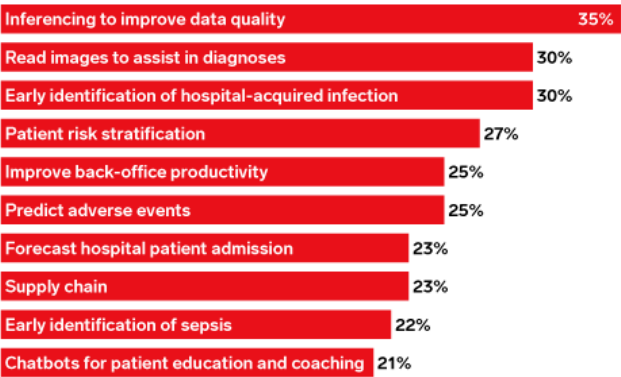
- **Nearly 75%** of hospitals deployed RCM tech to automate revenue cycle operations within the past year to keep admin projects on track remotely, [according to](#) a February 2021 Akasa survey of 350 US hospital CFOs.
- **We expect even more to turn to the tech due to its ability to help hospitals avoid expensive claim denials.** More than **10%** of hospital claims are denied by payers, and more than 25% of those denials could have been avoided if patient data or documentation wasn't missing, [per](#) Olive. Denied claims cost the US healthcare system billions of dollars annually—but tech can [lower](#) the chances a claim gets rejected: For example, Olive's AI tech quickly retrieves and corrects the reasons a payer rejected or denied a claim (like a name misspelling, for instance).

**Beyond claim denials, hospitals miss out on collected payments when patients delay or avoid them—RCM firms are adding digital billing options to their toolkits to help tackle this problem, too.**

- **Patients avoid paying their healthcare bills if they don't understand how or where to pay.** Over **10%** of consumers say they simply won't pay their bill if the administrative process for doing so is too complicated, [per](#) Cedar's 2020 Healthcare Consumer Experience Survey.
- **RCM vendors are adding digital payment options to their tools to boost their health system clients' revenues.** Earlier this month, **R1 RCM** [announced](#) it's acquiring cloud-based financial engagement platform **VisitPay** for \$300 million in cash to consolidate patients' billing statements across different visits and locations. This move should help its health system partners (including large organizations like **Intermountain Health** and **Geisinger**) keep patients engaged so they're fulfilling their out-of-pocket costs: Over **24%** of health consumers say their financial experience could be improved with one comprehensive bill for their care rather than multiple bills.

Use Cases for AI in Healthcare According to Health Executives in US, UK, and Germany, May 2020

% of respondents



Note: n=210  
Source: International Data Corporation (IDC), "AI in Healthcare: Early Stage with Steady March to Maturity", Dec 2, 2020  
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