

## CASE STUDY

# Calm Waters AI helps acute-care hospital operator capture revenue improvement for services provided of \$23.56 per patient encounter.

## BACKGROUND & CHALLENGE

A nationwide operator of general acute-care hospitals maintains a network of affiliated medical practices and outpatient service providers. To help assess the accuracy, consistency, and efficacy of coding and billing for its evaluation and management (E/M) services, and to identify potential for improvement, the group requested an initial, sample-size audit by coding experts from Calm Waters AI.

## AUDIT SCOPE

The Calm Waters AI team began with an audit of a representative sample of coding and documentation of 30 patient encounters. The sample involved five different providers at one outpatient clinic in a community of 15,000.

## RESULTS

- **Revenue lift:** The audit revealed that the Calm Waters AI solution would result in a net impact of \$23.56 per patient encounter—a 32% increase in reimbursement for E/M services. The projected lift would result from a combination of time savings and improved coding accuracy that reduced underbilling for documented reimbursable services.
- **Reduced audit risk:** In addition to the quantifiable financial impact, Calm Waters AI's documented accuracy rate of 97% would reduce the risk of costly audits by payers.

## CONCLUSIONS

Based on the results of the initial audit, the company began implementing the Calm Waters AI solution at several facilities in its network.

## ABOUT CALM WATERS AI

Calm Waters AI leverages its proprietary artificial intelligence application to save time, reduce stress, increase physician practice revenue, and standardize the process of E/M coding for physician practices and other provider organizations.

The senior executives and creators of Calm Waters AI have over 100 years of combined experience in healthcare coding and compliance.

Calm Waters AI, an affiliate of Montecito Medical, is used by some of the nation's top medical practices and health systems. It is part of Montecito Medical's platform of solutions enabling healthcare providers to increase revenue, decrease costs, and build wealth.

Learn more about Calm Waters AI at [www.calmwatersai.com](http://www.calmwatersai.com). Learn more about Montecito Medical at [www.montecitomac.com](http://www.montecitomac.com).

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