

Mercyhealth **boosts revenue by 5%** and **cuts aging days by over 50%** while **supporting accelerated growth**

Mercyhealth faced revenue recognition challenges driven by inefficient manual coding processes, evolving compliance requirements and healthcare policies, and growing patient volume.

CASE STUDY

World-Class Healthcare Close to Home

Mercyhealth's mission is to provide exceptional healthcare services with a passion for making lives better for their patients and their families. The multi-regional health system serving 55 northern Illinois and southern Wisconsin communities demonstrates excellence in patient care using evidence-based medicine, best practices, and industry benchmarks to ensure continuous improvement. The organization also leverages information systems and technology to optimize system processes to support excellence in healthcare.

Key Challenge

Like most healthcare organizations, Mercyhealth was facing revenue recognition challenges that negatively impacted their financial health. With more than 130,000 claims a month to process, Mercyhealth struggled with sizable backlogs, coder burnout, extended A/R days, and more. Their problems were accentuated by the newer compliance mandates since the COVID-19 pandemic as well as changes to healthcare policies like Medicaid. Still, to meet patient needs, Mercyhealth stayed on a growth path, recently opening a new hospital and clinic and making plans for a cancer institute. Kimberly Scaccia, Vice President of Revenue Cycle, took a holistic view of the revenue challenge.

Results

By automating coding with Arintra, Mercyhealth achieves faster, more accurate billing, ensures compliance, and alleviates administrative burden on physicians and coders.

5.1%
Revenue Uplift
8 FTE
Equivalent of claims coded monthly
7 Days
Work queue aging reduced from 14 to 7 days
88%
Direct-to-billing automation
112K+
Total charts processed in 5 months

A veteran in revenue cycle management with a track record for driving effective process transformation and team success, she knew the importance of finding the right technology and partners. *"Utilizing technology in the right place allows our employees and partners to work at the top of their skillsets to support cost reduction and our revenue goals"* says Scaccia.

In evaluating the various potential areas of investment, Scaccia zeroed in on the critical tie between medical coding in the physician practice space and revenue recognition. *"If coding doesn't get done accurately and in a timely manner, that's a big problem...for both revenue recognition and internal physician relationships"* notes Scaccia. Streamlining the revenue cycle through improved coding became a priority for the organization.

Solution

Scaccia turned to Kelly Pierson, Director of Coding, to evaluate automated coding solutions to drive coding efficiency. With over 20 years of experience on both the provider and payer sides, including experience as a coder, Pierson had the right background to lead the vendor research and testing. She led her team to complete an extensive comparison of three vendors, focusing on capabilities, product roadmaps, and implementation requirements. Mercyhealth required a trusted partner in making the transition from manual to autonomous coding.

Arintra's GenAI powered autonomous coding platform provided Mercyhealth with the right solution to meet their goals. Stakeholders—

Mercyhealth Founded 1883

Hospitals	7
Employees	7,500+
Revenue	\$5B
EHR	Epic
Primary & Specialty Care Locations	85 locations 55 communities

including executives, physicians and coders—realized that Arintra offered a robust solution that was customizable to their unique requirements, while maintaining existing workflows and creating new efficiencies. *"After completing a vendor-to-vendor comparison of autonomous coding platforms, it was clear that Arintra was the best option for us,"* says Pierson.

How Arintra Helps Mercyhealth

Mercyhealth initially implemented Arintra in their primary care practices. The success of the implementation and value provided resulted in Mercyhealth expanding Arintra's usage to new specialties, including urgent care, pediatrics, radiology and more.

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In healthcare, it is critical to have a vendor partner that you can trust, and who will work with you to address your requirements.”

Kimberly Scaccia, VP of Revenue Cycle

Ambulatory care pro-fee coding ensures coding accuracy, compliance and auditability

Previously, Mercyhealth coders completed approximately 30% of the charts in the ambulatory care professional fee coding due to high volumes. Now, Arintra automatically codes nearly all primary care records, reducing work queue aging days from over 14 days to under 7 days. As Mercyhealth expanded its locations and operations, the platform scaled seamlessly to support the growing chart volume. Beyond just coding accuracy, Arintra provides explainability—with clear reporting and audit trails for every coding decision. *"With Arintra, we're ensuring compliance, simplifying our auditing with a solid reporting structure in place, and increasing revenue that depends on the documentation"* says Scaccia.

Support for complex use cases and business-specific coding requirements increases efficiency

Working closely with Mercyhealth, Arintra analyzed months of data and thoroughly documented existing coding processes. Arintra then customized the platform to support Mercyhealth's specific coding requirements and complex use cases.

By ensuring minimal workflow changes and automating tasks like exception-based edits, Arintra ensured easy adoption and introduced new efficiencies. *"Arintra frees up my highly skilled team to focus on complex cases and revenue integrity projects, bringing greater value to the organization,"* says Pierson. *"Coders can now grow as much as they want—rather than being buried in 'data entry' coding."*

Data-based collaboration with providers improves clinical documentation

Arintra proactively identifies documentation gaps and provides physician-level reporting. Armed with this data, the coding team is able to provide targeted, data-based physician education. This improves the quality of clinical documentation and fosters productive, positive relationships between the physicians and coders. *"When I first joined Mercyhealth, at least once a week I had a physician raising concerns about coding,"* says Scaccia *"in the last 3 months, I have received just one physician query. Kelly and her team now have the data and the bandwidth to communicate with and educate the physicians."*

Arintra's deep integration with Epic and customization to Mercyhealth's requirements enabled the organization to optimize coding, streamline the revenue cycle and accelerate revenue recognition. The platform is delivering the coding accuracy, reliability, compliance and auditing, and extensibility that Mercyhealth needs. But the organization gained more than that.

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Our expectation from Arintra was automated coding. What we got was a coding ally in our corner with deep medical expertise and a commitment to our success.”

Kelly Pierson, Director of Coding