QUISITIVE

Revenue Cycle Management Copilot

Purpose

Layer AI-driven agent and insights over existing Revenue Cycle Management (RCM) systems to streamline workflows, reduce manual touchpoints, and enhance financial performance.

Microsoft Play

Service Transformation with AI

Outcome Promise

Quisitive's RCM Copilot integrates with existing billing systems using Microsoft Copilot and Power Platform to automate tracking, documentation, and exception handling. Providers reduce A/R pressure and administrative burden, achieving faster ROI with Microsoft incentives.

Personas

- CFO
- VP, Revenue Cycle
- Director, Health Information Management
- IT / Interoperability Lead

Overview

Healthcare organizations face increasing financial and operational pressures - from rising claim denials and extended A/R days to higher cost-to-collect and staff burnout. Even with advanced billing systems, manual and repetitive processes slow cash flow, increase write-offs, and limit visibility into performance.

Payer complexity, documentation requirements, and shifting regulations add further friction, creating operational blind spots that existing systems alone cannot overcome. To optimize margins and efficiency, providers need intelligent automation that enhances, rather than replaces, current tools and workflows.

Solution

Quisitive's **Revenue Cycle Management Copilot** adds intelligence and automation to the revenue cycle systems you already use. Built on **Microsoft Power Platform** and **Copilot**, it automates exception tracking, documentation, and validation processes—enhancing staff productivity and accelerating collections without workflow disruption.

Solution Architecture

Built on Microsoft's healthcare and automation frameworks, the solution leverages:

- > **Dynamics 365 Customer Service** for case/ claim management and automated workflows
- > **Azure OpenAI Service** for intelligent summarization and guidance
- > **Copilot Studio** for AI-driven prompts embedded in daily workflows
- > **FHIR / HL7** integration with EHR, billing, and payer systems

How It Works

1. **Ingests billing and claims data** from existing RCM and payer systems.
2. **Applies AI-driven exception tracking** to identify accounts requiring attention and guide next steps.
3. **Automates documentation and validation** to reduce denials and rework.
4. **Embeds guided worklists** and prompts within familiar billing tools to streamline task completion.
5. **Surfaces real-time insights** through dashboards tracking DNFB, A/R days, cost-to-collect, and denial trends.

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Outcomes

> **Faster cash flow** and improved collection velocity

> **Reduced A/R days** and administrative rework

> **Lower denial rates** through proactive exception management

> **Enhanced staff productivity** via embedded AI assistance

> **Improved financial visibility** with real-time dashboards and KPIs

KPIs

> A/R days reduction

> Denial rate improvement

> Cost-to-collect reduction

> Staff time saved per account

> Write-off rate decrease

Implementation

Phase	Focus	Duration
Discovery & Design	Assess RCM workflows, define exception logic, capture baseline metrics (AR days, DNFB, cost-to-collect)	2 weeks
Configuration & Pilot	Deploy overlay for one team or payer group; embed AI prompts and guided worklists	2–6 weeks
Integration & Scale	Extend overlay across billing systems and payer networks to maximize automation and cash lift	7–18 weeks
Sustain & Optimize	Continuously refine logic, monitor KPIs, and optimize dashboards for long-term ROI	Ongoing

Typical timeline:
18-24 weeks

Starting investment: from $180,000–240,000 USD, scaled by complexity and measures in scope

Implementation Considerations

Dependencies

> Access to billing and claims data

> Defined exception rules and payer configurations

> Role-based workflows for revenue cycle teams

> Integration via FHIR / API connections

Risks to Manage

> Workflow change

> Payer behavior shifts

> Data quality or latency

Who Should Be Involved

| CFO • VP, Revenue Cycle | Director, HIM | Revenue Integrity / Denials Management Lead | IT / Data Integration Leadership | Compliance Stakeholders

Get Started

Begin with a focused pilot—one team, one payer, and measurable baseline metrics—to prove measurable improvement in A/R days, cost-to-collect, and write-off reduction.

Talk to Quisitive about deploying RCM Copilot in your Microsoft environment to accelerate financial performance through intelligent automation and real-time insights.

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