

Oncology Practice in Phoenix Cuts Claim Denials by 40% with IDS Healthcare’s AI-Assisted RCM



Introduction

An oncology practice in Phoenix, Arizona was struggling with high claim denials & delayed reimbursements, all this led to up to 22% revenue loss on an annual basis. Limited staff capacity and frequent coding errors further impacted revenue flow. To overcome these challenges, the practice turned to IDS Healthcare for outsourcing revenue cycle management.

Challenges

- High claim denials due to coding inconsistencies
- Delayed reimbursements affected their monthly cash flow
- Limited staff & other resources made it difficult to manage billing and follow-ups
- Lack of visibility into claim status and financial metrics



Our Solution



IDS Healthcare designed a focused RCM strategy specifically for the needs of their oncology practice. By combining expert coders with AI-driven automation, we addressed the root causes of claim denials and revenue leakage. Our solution included:

- > Dedicated billing team trained in oncology-specific coding
- > AI-assisted claim scrubbing to minimize errors before submission
- > Proactive denial management with timely re-submissions
- > Regular reporting dashboards for financial insights
- > Streamlined communication with physicians for accurate documentation



Result

Outsourcing Revenue Cycle Management to IDS Healthcare helped this oncology practice improve financial outcomes and reduced administrative burden in just 6 months.

- ➔ Claim denials reduced by **40%**
- ➔ Reimbursement turnaround improved by **25%**
- ➔ **Cash flow stabilized** with more predictable monthly collections
- ➔ Physician staff saved approximately **15.5 hours per week** previously spent on billing tasks
- ➔ Improved visibility into financial performance with monthly dashboards

