

# Leveraging AI in healthcare finance

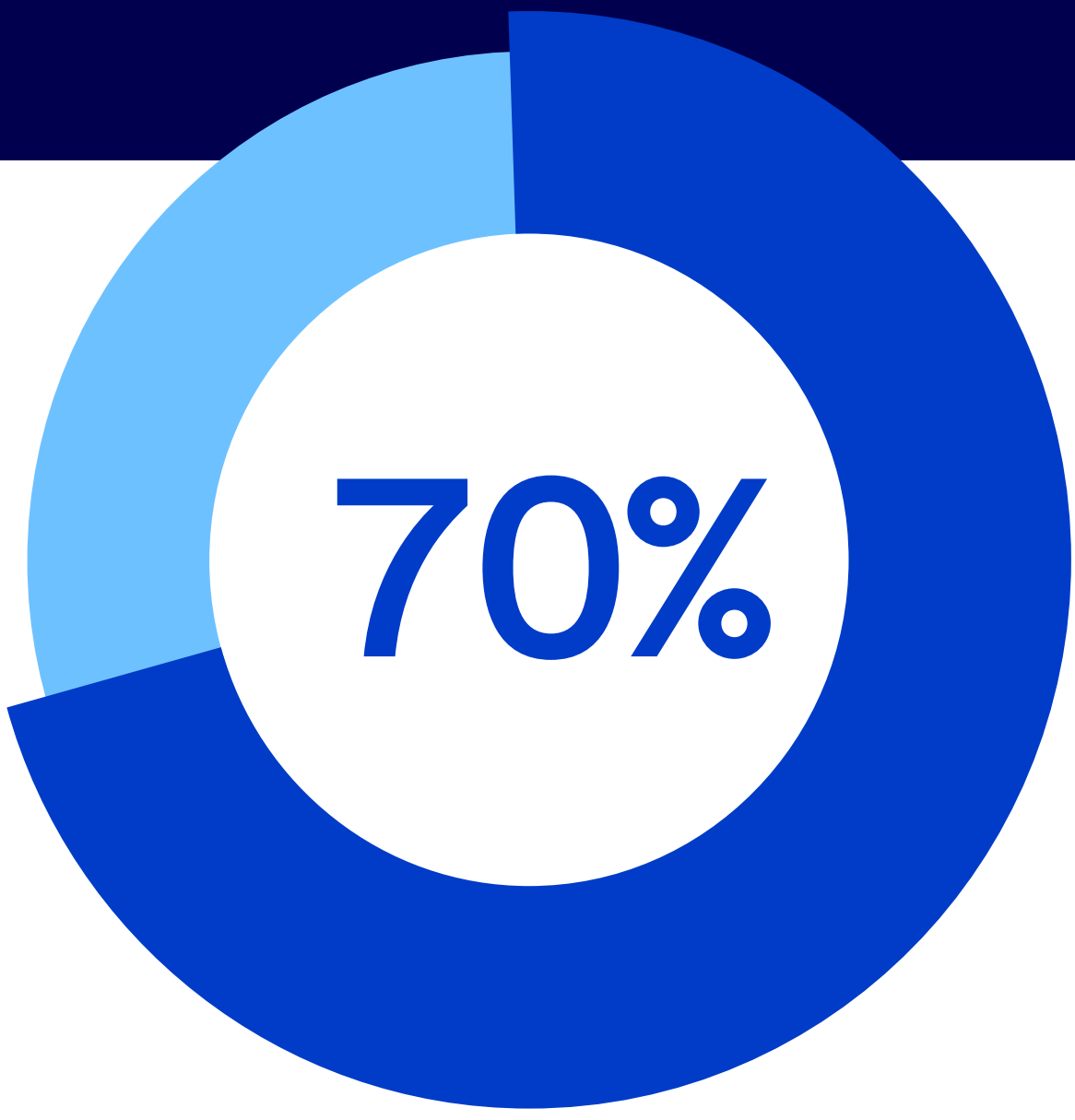


Healthcare finance leaders are accelerating investment in AI and automation. But where are the real gains across the revenue cycle?

## The AI moment in healthcare

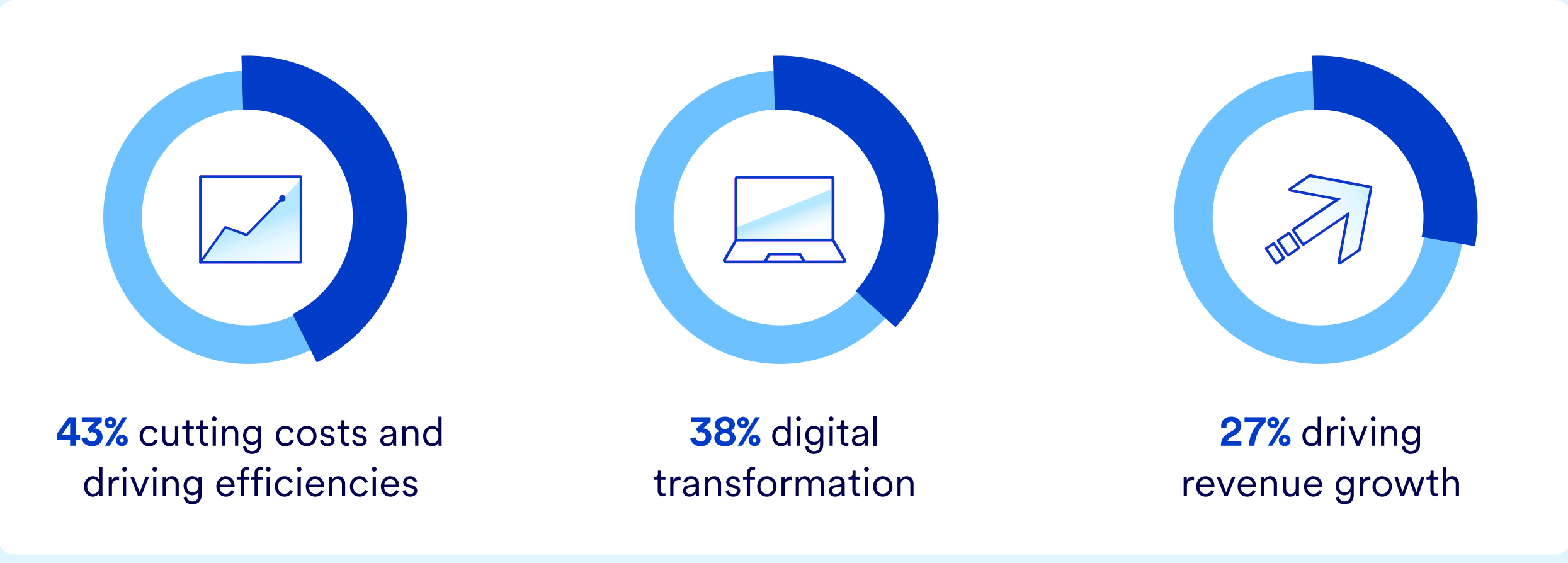
70% of healthcare organizations report modernization plans already underway or in progress.<sup>1</sup>

AI and automation are active investments, not future priorities. With margins under pressure and manual workflows a known cost, finance leaders are focused on where technology can deliver measurable returns.



## Addressing today’s biggest priorities

Finance leaders’ top three priorities stretch across a range of business needs<sup>2</sup>:



## AI in action

Operational AI is already delivering measurable impact against those priorities for healthcare finance teams. U.S. Bank healthcare and payment specialists are helping them put it to work:

» **Faster collections, fewer denials**

Machine learning improves first-pass claim rates, reducing the time and cost of chasing denials.

Within months of working with U.S. Bank, one health system created a more timely, accurate and consistent method that eliminated its backlog of correspondence.<sup>3</sup>

» **Lower cost to process**

Automating payment posting and reconciliation across payers frees up staff for higher-value work.

Working with U.S. Bank, another health system now auto-posts 75% of incoming payments, streamlining a workload that used to sit in a manual backlog.<sup>4</sup>

» **A better patient billing experience**

AI-assisted communications speed up patient payments and reduce billing queries to improve both experience and cash flow.

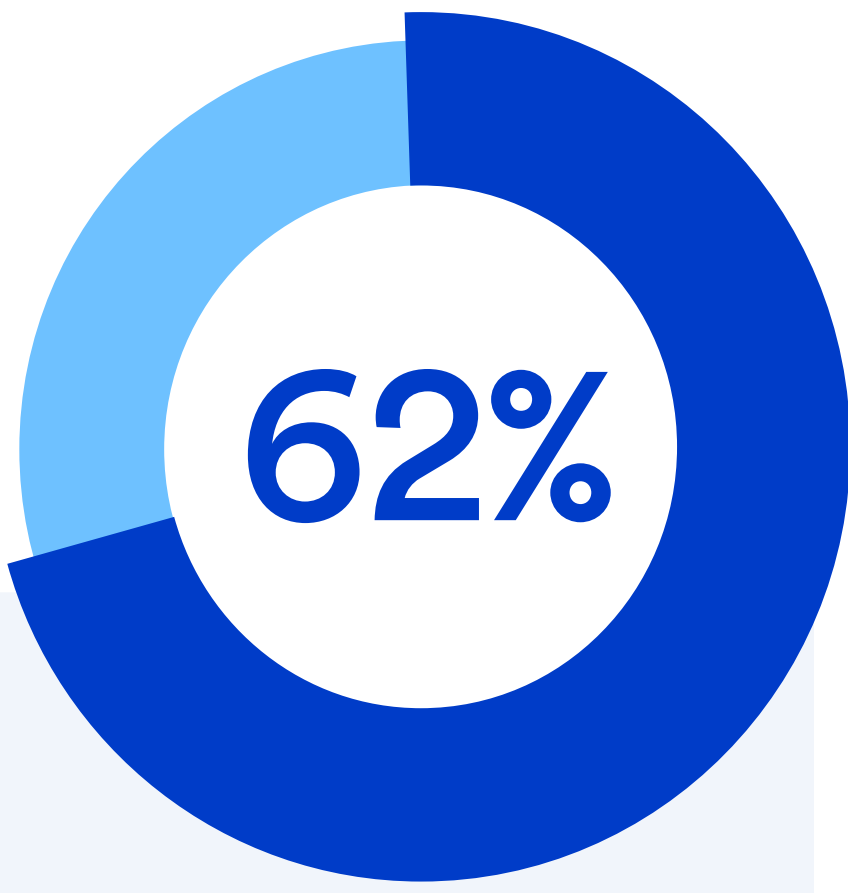
In a U.S. Bank survey, 44% of patients said they pay medical bills faster when they receive digital or phone billing notifications.<sup>5</sup>

## The opportunity

Focus AI investment on the workflows where volume is highest and manual effort is greatest. That is where returns are fastest.

## Building on what works

62% of healthcare finance leaders express a positive three-year outlook for the U.S. economy and their own organization – among the highest of any sector.<sup>6</sup>



### Top priorities to scale AI

U.S. Bank works with healthcare finance teams as they adopt AI. The ones who do it effectively are focusing investment in three areas:

**Simplify workflows before scaling automation**

One health system that simplified its workflow first saw payments post four to seven days faster once automation was layered on top.<sup>7</sup>

**Apply AI to defined, high-volume processes**

A U.S. Bank survey found 81% of healthcare finance professionals already rank automating payments among their most important transformation initiatives.<sup>8</sup>

**Measure outcomes and expand from what works**

Another U.S. Bank survey found that 67% of healthcare finance leaders find proving AI’s ROI difficult, but those tracking specific use cases are the ones seeing real returns.<sup>9</sup>

**As Joe Kight, Head of Healthcare at U.S. Bank, puts it,**

“ The organizations that will thrive over the next five years will frankly be the ones that modernize their operations while preserving financial flexibility.<sup>10</sup> ”

U.S. Bank brings the payment infrastructure, integration expertise and healthcare-specific knowledge to help finance teams get tangible efficiencies from AI, today and at scale.

[Find out more](#)

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