From Backlogs to Bottom-Line Wins

How a Texas DME Group Unlocked **13X ROI** from Aged AR with Jindal Healthcare's AI-Powered RCM

About the Client

A Texas-based DME group serving providers across multiple states in the US

The Challenge
AR Impacting Margins

Despite strong operations, the financial backbone of this high-volume DME group was under pressure, with AR claims and denials increasing and collections slowing down.

Impact At a Glance

32%
Revenue Growth

13x
ROI from Aged AR

98%
Clean Claim Rate

60%
Reduced Costs

Even with outsourced RCM support, most of the heavy lifting was being done by their internal team, making the cracks impossible to ignore:

23% Denial Rate
Recurring mid-cycle errors were resulting in denials, wasted cycles, and unnecessary write-offs.

79% AR > 90 Days
A staggering 79% AR was sitting in the 90+ aging bucket—more than triple the industry norm of 24%.

Collections at Risk
Inefficient appeal and follow-up processes were compounding the challenge, delaying revenue recovery.

High CTC
Outsourcing wasn't delivering ROI, creating duplicated internal work and adding to their costs.

The Turning Point
AI-Powered RCM Intelligence

The group partnered with **Jindal Healthcare** to **re-engineer their revenue cycle end-to-end with expert-led, AI-enabled RCM.**

Jindal Healthcare

Smarter, Leaner Workflows
SOP-driven standardization slashed redundancy and cut handoffs.

AI-Powered Eligibility Checks & Prior Auths
API automation accelerated eligibility checks, fast-tracked approvals.

Expert-Led Coding Edits
AI-driven decision trees with expert-led coding edits boosted the clean claim rate.

Smart Claim Queuing
ROI-driven workflows prioritized high-impact claims for faster collections.

Aggressive Old AR Recovery
Custom appeals & follow-ups on old claims unlocked "hidden gold."

Proactive Denial Prevention
Predictive intelligence prevented issues from turning into denials.

Agentic AI
Adaptive workflows accelerated recovery by learning from each claim.

Custom Appeals & KPI Dashboards
Custom appeals boosted wins; dashboards sharpened decisions.

The Impact

In **4 months**, the group realized RCM transformation at scale:

KEY METRICS	BEFORE	AFTER
Monthly Collections	$1.1M	$1.45M
Clean Claim Rate	84%	98%
Denial Rate	23%	9%
90+ Days AR	79%	43%

with

60% Reduction in Cost to Collect
Wasteful handoffs eliminated with leaner workflows, cutting costs by more than half.

13x ROI on Old AR Project
AI-driven AR segregation and appeal & follow-ups unlocked revenue stuck in limbo.

35% Reduction in Total AR
AI-streamlined processes cut through backlogs, boosting collections and reducing AR.

Why It Worked
Proprietary AI Engine + RCM Expertise

AI Driving Efficiency at Scale:
Claim triaging, propensity-to-pay scoring, smart routing, denial prevention, automated eligibility/prior auth

Experts Handling Edge Cases:
Payer-specific SOPs, coding edits, tailored appeals

This **human-in-the-loop AI RCM intelligence** engine didn't just deliver immediate wins but also created a **self-learning, future-ready revenue cycle for the group.**

The Big Picture
RCM for the Next Era

The group's turnaround proves that AI-driven, expert-led RCM goes beyond plugging revenue leaks to enable adaptive revenue cycle optimization that accelerates collections while driving down costs.

With Jindal Healthcare as their RCM transformation partner, they didn't just "fix" processes but successfully built a smarter, future-ready RCM to power their long-term financial growth.

Ready to Future-Ready Your RCM with AI?

At Jindal Healthcare, we look beyond the vanity metrics to deliver real impact, real ROI by building revenue cycles that accelerate cash flow, cut costs, adapt in real time, and stay resilient in the face of regulatory and payer shifts.

Ready to transform your bottom line with AI-powered RCM?

LET'S TALK