

Case Study

Streamlining Claims Scrubbing with Auxee

I've led our expansion across multiple dental offices for years, but I have never seen anything streamline our insurance claims scrubbing process like Auxee AI. This solution is redefining how we handle day-to-day billing.



Chief Compliance Officer

About the Client

The Client is a fast-growing dental services organization (DSO) with clinics across the US Northeast, with over 5,000 patient appointments every day. With expansion came mounting administrative complexity and skyrocketing costs, notably in the manual “scrubbing” of claims before submission to insurance.

Opportunity

As the DSO scaled, it found itself spending over \$750,000 each year on a highly manual “scrubbing” process – scrubbing claims before submission to insurance. High staff turnover compounded the issue, leading to more than 50% of charts and procedure notes being rejected by the scrubbing team. Each rejected chart triggered considerable back-and-forth between the scrubbing team and clinical staff to fix errors, delaying claims submission and creating extra work for everyone involved.

The DSO recognized a clear need to:

- ✓ **Reduce Administrative Costs:** Bringing the annual scrubbing expense down.
- ✓ **Lower Rejection Rates:** Address the >50% rejection rate of charts, prior to submission.
- ✓ **Streamline Communication:** Cut down on the countless hours of back-and-forth for correcting each chart.

Claim scrubbing expense
dropped from over
\$750k/year to **\$82k/year.**



Solution

The DSO turned to PreScouter's Auxee—a generative AI platform designed to streamline complex workflows. The PreScouter team customized Auxee to:

- ✓ **Perform a First-Level Scrub in Seconds:** Auxee AI reviews newly submitted charts for coding accuracy, provider matching, and documentation completeness. Errors are flagged immediately, so frontline staff can correct issues right away.
- ✓ **Seamlessly Integrate with Existing Workflows:** Because Auxee ties directly into the practice management system, staff members continue to work in a familiar environment, with AI-generated tasks appearing as part of their usual workflow. This reduces training time and maintains operational continuity.
- ✓ **Provide A Complete Solution:** A 5 month development plan included training Auxee AI against real-world chart documentation and phased rolled out to all clinics, with virtual training sessions to train frontline staff.

Insurance denials
**dropped from
16% to 4%.**



Impact

- ✓ **Faster Claims Processing:** Many claims are now checked and submitted immediately after an appointment.
- ✓ **Reduced Denials & Resubmissions:** Higher efficacy in claims scrubbing has dropped denials significantly.
- ✓ **On-the-Job Training:** AI feedback on incorrect charts educates frontline staff, reinforcing correct coding practices and documentation from the start.
- ✓ **Reclaimed Staff Hours:** Clinical staff report saving several hours each week—time that can now be allocated to patient engagement and more complex cases, rather than correcting charts.

Charts corrections prior to submission dropped from over **50% to less than 10%**.

Looking Ahead

The client also sees potential for leveraging Auxee AI across other administrative workflows, such as pre-authorizations.

