

## Case Study

# Catching Costly Coding Errors with Auxee AI

*Running a smaller practice, we don't have the luxury of a big billing team. Auxee AI caught coding mistakes we didn't even realize we were making. It's like having an extra set of expert eyes on every claim.*

## About the Client

The client is a small dental practice in the Midwest, serving more than 700 patients each month. With a small billing team and growing patient volume, the practice began to see an increase in miscoded procedures and overlooked documentation. These minor coding errors were silently costing the practice thousands of dollars each month in underpayments and delayed reimbursements.

# Opportunity

As the practice grew to two busy locations, its lean billing team struggled to keep up with the growing volume of insurance claims. Small but frequent coding mistakes were slipping through, often meaning lowered payouts, staff burnout and denied claims.

The practice recognized a clear need to:

- ✓ **Recover missed revenue** by catching coding errors before submission
- ✓ **Reduce denials and resubmissions** through greater coding accuracy
- ✓ **Lighten staff workload** by cutting back-and-forth corrections

**\$12K in missed revenue recovered within the first three months.**



# Solution

The practice turned to Auxee AI—an intelligent claim scrubber built to catch coding errors before they reach the insurer. The Auxee team customized the solution to:

- ✓ **Flag coding errors instantly with context awareness:** Auxee AI reviews charts in seconds, not only spotting miscoded procedures (like D0210 vs. D0220) but also recognizing when the supporting clinical notes don't match the code selected. By understanding the context of the procedure and clinical documentation, Auxee flags errors immediately so staff can correct them on the spot.
- ✓ **Work within existing systems:** Auxee integrates directly with the practice management system, so staff continue working in the same environment with AI prompts layered in—no steep training curve.
- ✓ **Strengthen staff accuracy:** Real-world claim data trained Auxee AI to recognize the practice's most common mistakes. Each correction doubles as on-the-job education, helping staff improve coding accuracy over time.

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

