

Driving a 67% Reduction in Denials for Optum VA Claims: How ApolloMD Transformed RCM with the Adonis Platform

ApolloMD, a physician-led group with **more than 2,500 clinicians** across emergency medicine, hospital medicine, and urgent care, partnered with Adonis to stay ahead in an ever-evolving healthcare landscape. Committed to delivering high-quality, efficient care while fostering a supportive environment for their providers, ApolloMD has long embraced innovation, leveraging new technologies to enhance operational performance and elevate the patient experience.

The Challenge

Emergency medicine providers face complex RCM challenges from inconsistent coverage, diverse services, and shifting payer behavior. For ApolloMD, the biggest hurdle was identifying high-impact opportunities and their financial impact. While they valued timely, data-driven decisions, they lacked the visibility and capacity to act. They quickly realized that **overcoming denials at scale required more than insight, and required a solution that could automate action.**

The Solution

ApolloMD partnered with Adonis not only for its powerful technology and seamless integration with athenahealth, but also for the team's deep RCM expertise, agility, and commitment to **customer-centric innovation.**

- **Leveraged Alerts** to identify payer denial trends early and act before they became major issues.
- **Helped uncover \$46.6M in downcoded payments**, enabling rapid and effective revenue recovery
- **Automated authorization number retrieval** for VA claims and other high-friction workflows.
- **2,000+ FTE hours were saved**, allowing full-time employees to focus on higher-value tasks and uncover new opportunities to increase collections.

The ROI

\$34.2M

**Uncovered in Outstanding Balances
Since 2023**

67%

**Reduction in Optum VA Denials with
AI Agents for Referral ID Retrieval**



"Partnering with Adonis has transformed how we manage revenue cycle operations. Their technology delivers real-time alerts and visibility into payer anomalies and accounts receivable, empowering us to automate workflows and prevent denials. We're continuing to expand our collaboration with Adonis to drive greater efficiency and uncover new opportunities to maximize collections."

- Tennille Lizarraga, EVP Revenue Cycle Operations, ApolloMD