

CHART REVIEW • INTELLIGENT AUTOMATION

AI-powered chart review for a multi-state medical staffing organization.

A regional medical staffing organization automated clinical documentation review across four states — **reducing cost to serve by up to 70%** while improving throughput, consistency, and accuracy.

HOME CARE

CHART ADJUDICATION

NH • MA • ME • RI

AI + HITL

01 / Challenge

Manual chart review at scale created bottlenecks and inconsistency.

A growing operation across NH, MA, ME, and RI relied on human reviewers auditing caregiver documentation in a legacy EMR. As volume grew, so did the backlog — delaying reimbursement and burdening clinical staff.

High-volume, multi-discipline backlog

Aides, Skilled Nursing, Daily Living Supports, and Community Support Coordination charts accumulated without a consistent throughput SLA — slowing reimbursement and creating downstream billing risk.

Jurisdiction-specific compliance

State-level rules differed on what could and could not be automated — requiring a configurable architecture able to enforce policies independently per state.

Inconsistent correction messaging

Feedback varied in tone and specificity across reviewers, reducing its value as a training signal and extending the documentation correction cycle.

Dual-track review complexity

Timesheets and chart approvals operated under separate compliance rules, creating risk when reviewer bandwidth was stretched during peak volume.

02 / Solution

A configurable AI adjudication platform, purpose-built for home care.

Aukera Health deployed its **Managed AI & Automation (MAA)** service, integrated with the legacy EMR through secure browser automation — no API dependency or system modification required.

AI adjudication engine

Automated review of visit notes across chart types and disciplines — producing *Approve* or *Send for Correction* within a 24-hour SLA, without human intervention for routine charts.

Human-in-the-loop controls

All AI decisions surface through a HITL interface — reviewers verify, override, or accept adjudications before posting back to the EMR, with a full audit trail.

Structured correction messages

Each flagged chart receives a contextual message identifying the documentation gap — standardizing caregiver communication and reducing re-work cycles.

State-aware rule configuration

The platform enforces jurisdiction-specific rules — restricting automated approvals where institutional policy requires human sign-off, configured per state.

03 / Commitments

Built around measurable, auditable outcomes.

99%+

TARGET ACCURACY

Across all active service lines, validated monthly.

24^{hr}

PROCESSING SLA

Maximum time from submission to decision.

4

STATES CONFIGURED

NH · MA · ME · RI — independent rule sets.

Accuracy is validated using a statistically representative monthly Validation Set — a random sample of **at least 1% of total volume per service line, or 200 charts (whichever is greater)**. Human experts label each chart as *Agree with AI* or *Disagree with AI*. If accuracy falls below benchmark for two consecutive periods, Aukera Health initiates a formal remediation process — including model retraining, rule refinement, and if needed, reinstatement of full HITL review at no additional cost.

“The platform brought structure to a process that was entirely dependent on individual reviewer bandwidth. Our team now focuses where it matters most — edge cases, training opportunities, and escalations — rather than routine approvals.”

OPERATIONS LEADERSHIP · MEDICAL STAFFING CLIENT (ANONYMIZED)

04 / Outcomes

Operational capacity, documentation quality, and compliance confidence.

70%

REDUCTION IN COST TO SERVE

Manual reviewer bandwidth replaced with AI-driven adjudication for routine charts.

Per-chart cost to serve falls by up to 70% — reallocating clinical staff time to higher-value activities and edge-case review.

Throughput at scale

Charts processed continuously without reviewer fatigue — consistent turnaround within a guaranteed 24-hour SLA across high and low volume periods.

Documentation quality signal

Adjudication data surfaces gaps by clinician, site, and chart type — a structured input for staff training and quality improvement.

Compliance-ready audit trail

Every record captures the AI decision, human action, and full timestamp chain — retained 12 months minimum for regulatory and billing review.

Risk-calibrated rollout

The HITL framework expands automation incrementally as accuracy is demonstrated — phasing toward full autonomous adjudication on the client's timeline.

Ready to reduce your chart review backlog?

Aukera Health deploys AI-powered chart adjudication in weeks, not months — with documented cost-to-serve reductions of up to 70%.

[Schedule a conversation →](#)