

Advancing Precision: 60% Automation with CMX CARE™



How CodaMetrix enabled Mount Sinai to automate complex pathology cases, boost efficiency, and optimize their revenue cycle.

The Challenge

Mount Sinai Health System, a nationally recognized leader in clinical care and academic medicine, was experiencing rising pathology case volumes and administrative strain. With a shortage of qualified coders and increasing billing complexity, the health system needed a scalable, intelligent solution that could ensure accuracy, reduce delays, and support high-volume laboratory operations without disrupting workflows or overloading staff.

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CodaMetrix sends back reports to us with the codes, or it sends back a report of what it knows it can't code, so the human coders then attack those and code them manually.

David Mendelson

VICE CHAIR FOR RADIOLOGY INFORMATION
TECHNOLOGY, MOUNT SINAI

The Solution

In January 2022, Mount Sinai's Pathology department began integrating its Laboratory Information System (LIS) with **CMX CARE™**—CodaMetrix's Clinical Assessment & Resolution Engine. Designed to scale effortlessly without requiring changes to existing workflows, the platform enabled coding and billing teams to monitor performance while increasing automation.

15K+ cases processed per month
across all campuses

183K+ total pathology cases
processed within a year

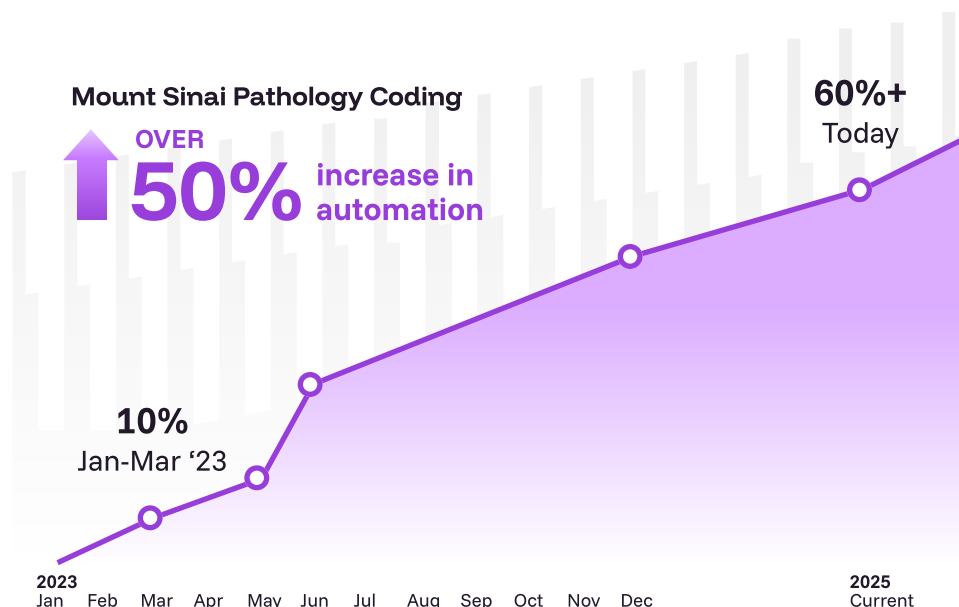
60% pathology cases
autonomously coded

Through a seamless, low-risk rollout, the system preserved existing LIS workflows while introducing AI-powered automation to take on routine pathology coding tasks.

Today, roughly 60% of pathology cases are autonomously coded, expected to reach 70% within the next year.

The Results

Mount Sinai has achieved significant gains in automation, dramatically reducing the manual effort required for pathology medical coding. With routine cases now handled by CMX CARE™, coders are able to focus on more complex, high-value work that demands specialized expertise. This shift has also accelerated coding and billing cycles, leading to faster, more accurate revenue operations across the health system.



Looking Ahead

Mount Sinai's adoption of CMX CARE™ has led to substantial improvements in speed, accuracy, and operational efficiency. By addressing one of healthcare's most complex and labor-intensive specialties, pathology, Mount Sinai has demonstrated that AI can scale across nuanced workflows and integrate seamlessly into existing systems. With automation now handling roughly 60% of pathology coding, Mount Sinai continues to lead in healthcare innovation while empowering its staff to focus on high-value clinical and operational work.

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You want patients to get high-quality services, and you want them to get appropriate services as rapidly as they can. So, AI is going to influence that. In terms of managing the operation and the revenue coming in, AI seems to be a natural fit. There's no doubt in my mind this will be a staple in healthcare within the next few years.

David Mendelson

VICE CHAIR FOR RADIOLOGY INFORMATION TECHNOLOGY, MOUNT SINAI



Curious how CodaMetrix can bring value to your health institution?

The AI-powered Contextual Coding Platform from CodaMetrix improves medical coding quality and performance to streamline operations, reduce workloads and elevate both clinical and financial performance.



**CodaMetrix is Code for Better.
Schedule a Demo**