

AI Cracks the Code: Eliminating Backlog & Boosting Efficiency



How the CodaMetrix AI-powered Medical Coding Platform increased automation of UMass Memorial Health's radiology coding by 15%.

The Challenge

UMass Memorial Health was feeling the impact of a shrinking coder workforce. The health system needed a solution to ease the strain, while also clearing a persistent backlog to prepare for imminent growth.

The Solution

Deploying the CodaMetrix AI-powered Coding Platform led to immediate and ongoing improvements.

86% of coding now automated

15% automation increase since go-live date

12.3% more cases now eligible for automation

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The CodaMetrix platform has streamlined our coding processes and enhanced clinical detail, ultimately contributing to better results.

Barbara Scully

UMASS MEMORIAL MEDICAL CENTER'S ASSOCIATE
VICE PRESIDENT OF PHYSICIAN BILLING

UMass Memorial Health: Scaling for Growth

As the largest health system and employer in Central Massachusetts, UMass Memorial Health serves over one million residents across five hospitals, nine locations and more than 1,300 beds. With 2,400 physicians, 20,000 employees, a clinical partnership with UMass Chan Medical School and substantial growth planned for the near future, UMass Memorial Health faced a growing coding backlog and a nationwide coder shortage.

UMass Memorial Health sought to use radiology as a test bed for how AI could decrease coding turn-around time.

The Results

The CodaMetrix AI-powered Platform successfully delivered on UMass Memorial Health's goals, driving significant operational efficiencies and workflow improvements.

Automation unlocked real-time performance gains:



Automation rate surged by 15% since go-live, reaching 86%, well above internal targets



Eligible automated cases grew by 12.36%, further expanding the impact of AI across clinical data quality and workflows



Manual case volume dropped, allowing coders to focus on higher-complexity work

AI streamlined workflows and redeployed talent:



Historic backlog eliminated — clearing a longstanding volume of uncoded cases that had burdened operations



Overtime slashed — coders no longer needed extra hours to keep up with demand



Talent redeployed — AGS coders were transitioned to Pathology, aligning expertise with system-wide needs

Looking Ahead

Based on the success of this project, UMass Memorial Health is expanding its vision for AI-driven automation across additional specialties. Pathology is next in line, with plans to replicate the success seen in Radiology system wide.

Curious how CodaMetrix can bring value to your health institution?

CodaMetrix AI-powered Autonomous Coding Platform 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**

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We needed a solution that could scale while maintaining coding accuracy. The CodaMetrix platform has delivered consistent, high-quality coding that aligns with our standards. Its success in Radiology has given us the confidence to expand automation into other specialties to further enhance efficiency and accuracy across our health system.

Dr. Max Rosen

UMASS MEMORIAL HEALTH
CHAIR OF RADIOLOGY