

AI to the Rescue: Reducing Denials and Reclaiming Time



How the CodaMetrix AI-powered Autonomous Coding Platform increased automation, clearing the way for growth at OHSU.

The Challenge

OHSU was navigating a perfect storm: a shrinking coder workforce, rising denial rates, and an expanding health system poised for growth. With a major expansion on the horizon, the organization needed a scalable solution to ease coding workforce strain, reduce backlogs, & protect revenue.

The Solution

Deploying the CodaMetrix AI-powered coding platform in Radiology led to immediate, measurable gains—reducing denials, easing coder workload, and optimizing operations to support future expansion.

92% Radiology cases now coded autonomously

65% drop in denials for high-cost MR cases

27.7% reduction in total coder workload

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Implementing AI-driven medical coding with CodaMetrix has been a game-changer for OHSU. By automating Radiology coding, we've reduced denials, improved efficiency, and eased the workload on our coding teams—all while preparing for future growth.”

Tammy Bickle

DIRECTOR OF REVENUE CYCLE,
OREGON HEALTH & SCIENCE UNIVERSITY

Overview

Oregon Health & Science University (OHSU) is Oregon's only academic health center, anchored by a 576-bed teaching hospital, a nationally recognized research facility, and a Level I trauma center in Portland. The OHSU Practice Plan includes more than 2,485 clinicians who care for patients across OHSU Health hospitals and clinics, totaling over 1.5 million patient visits annually. With a 14-story expansion underway that will add up to 128 new beds, OHSU was preparing for significant growth—and feeling the strain of a national coder shortage and rising backlogs.

To address the growing pressure on its revenue cycle operations, OHSU selected Radiology as a proving ground for AI-powered medical coding.

The Results

By delivering measurable efficiency gains and reducing denials, the CodaMetrix platform positioned OHSU to scale revenue cycle operations in step with its clinical growth.

High Performance Coding



Automation rates surged by 12% since 2024, reaching 92%, exceeding internal projections



Coding-related denials dropped by 70% for autonomously coded Radiology cases vs manually coded cases



Automated cases had a denial rate of just 0.33% compared to 1.09% for manually coded cases

High Impact Results



Historic backlog eliminated — cleared a longstanding volume of uncoded cases that had burdened their workforce



Reclaiming Time — newfound efficiencies allowed staff to focus on complex high impact cases and higher value tasks



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

Looking Ahead

Encouraged by Radiology's success, OHSU has expanded the CodaMetrix platform to Pathology and is assessing further service line opportunities. The initiative reinforces OHSU's broader commitment to innovation, operational efficiency, and workforce sustainability in healthcare delivery.

Curious how CodaMetrix can bring value to your health system?

The 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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“Radiology’s success with the CodaMetrix AI-powered Autonomous Coding Platform gave us the confidence to expand AI automation into other service lines.”

Tammy Bickle

DIRECTOR OF REVENUE CYCLE,
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