

Architecting the touchless revenue cycle: zero-leakage claims with Google Cloud Agentic AI

Across payers and providers, revenue operations are under increasing strain. **Human-dependent workflows** and **siloed data** across billing, coding, and payer engagement **are directly contributing to revenue leakage.**

HEALTHCARE HEADWINDS

-  Important submission requirements lead to high first-pass denial rates
-  Vast volumes of payer data and clinical documentation remain siloed
-  Manual review of clinical documentation creates bottlenecks
-  Denial management is reactive and not predictive or preventive

WHY AGENTIC AI AND WHY NOW?



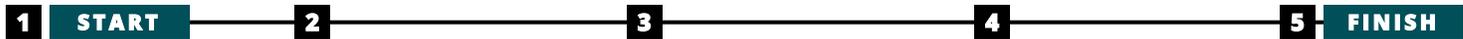
- ▶ Agentic Artificial Intelligence (AI) coordinates eligibility, documentation, submission, and follow-ups, **closing the gaps** that drive revenue leakage
- ▶ It **reasons claim context and payer rules in real time**, reducing denials before claims are submitted or delayed
- ▶ Agentic AI turns **fragmented claims data into autonomous actions** that can protect and accelerate revenue
- ▶ With cloud-native AI platforms and enterprise governance now mature, Agentic AI **can be deployed effectively across core revenue workflows**
- ▶ It helps enable **payer and claim-specific workflows at scale** without increasing administrative or labor cost

DELOITTE'S ENGAGEMENT MODEL

Deloitte's structured, end-to-end engagement model helps clients move seamlessly from vision to value



AGENTIC AI REIMAGINES MANUAL WORKFLOWS



1 START

Care coordination and clinical decision support

- **Pre-visit context assembly** and chart flagging
- **Longitudinal patient context** aggregation
- **360° care coordination** across teams and settings
- **Risk stratification** and re-admission escalation
- **Personalized care plan** generation and updates

2

Access, intake and engagement

- **Automated chatbot** to handle bespoke patient intake
- **AI-driven insurance eligibility and benefits** coverage verification
- **Agent assist support** for patient and member outreach and acquisition
- **Patient and member engagement** and lead management

3

Administrative and financial operations

- **Check patient eligibility** and formulary status, **submit prior authorization (PA)** requests
- **Automated PA** for medications and procedures
- **Automated revenue cycle management (RCM)**
- **Claims processing** to extract and summarize unstructured information from claims and help enable **medical coding**

4

Capacity, resource and operational planning

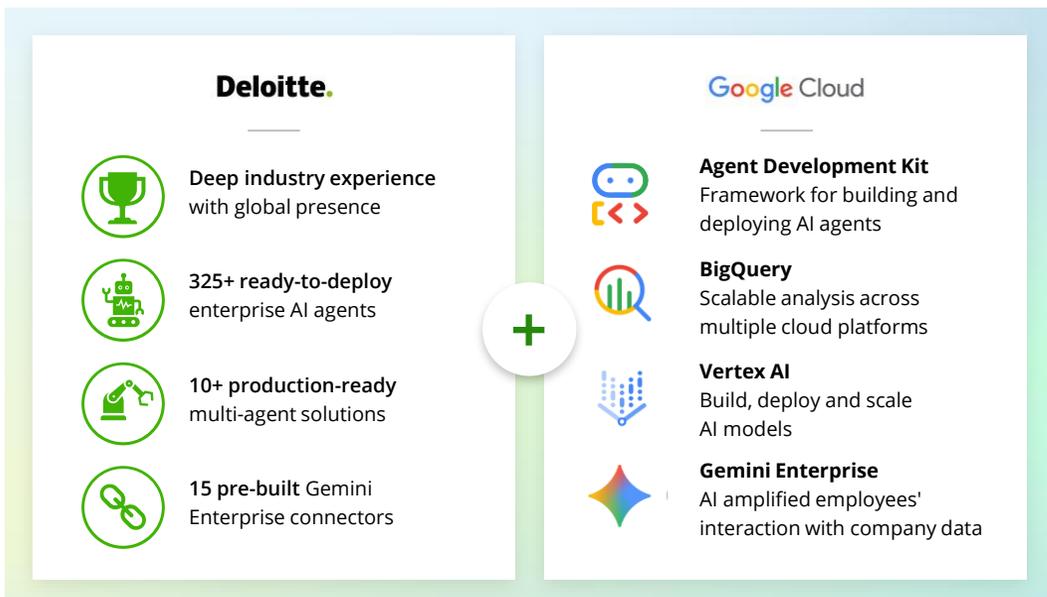
- **Capacity planning and scheduling**
- **Demand forecasting** and volume **surge** prediction
- **Workforce allocation and staffing** optimization
- **Operational monitoring and anomaly detection**
- **Throughput and cycle-time performance tracking**

5 FINISH

Enterprise insight, governance and enablement

- **Monitoring and reporting** on operational policies and procedures
- **Compliance and regulatory reporting** support
- **Enterprise knowledge discovery** across documents and systems
- **Financial statement analysis** and management reporting

DEPLOY CUSTOMIZED SOLUTIONS BUILT ON GOOGLE CLOUD



CLINICAL COMPASS

Built on your data, tailored to your priorities

- ▶ Turn **healthcare data into trusted real-time insights**
- ▶ **Achieved a 4.9/5 average provider evaluation scores**, on parameters such as, **accuracy and grounding**

LET'S TRANSFORM TOGETHER

Deloitte is ready to help you move from strategy to scale, with demonstration sessions, discovery labs, rapid prototyping, and solution deployment. Deloitte can also help you with general enterprise AI readiness through the services of the Agentic Innovation Studio, a modular “agent factory” that helps clients industrialize and continuously evolve AI-driven processes.

LEARN MORE



Discover how Deloitte can help you with your AI-led transformation journey

Scan or click to engage the team and accelerate your path to enterprise-wide value

LET'S TALK

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