Netsmart AlphaCollector

AI-powered, cloud-based collections management and RCM automation solution for healthcare providers using Robotic Process Automation (RPA).

https://www.ntst.com

Overview

Netsmart AlphaCollector is a comprehensive, cloud-based collections management automation solution designed to accelerate cash flow and optimize the revenue cycle for healthcare providers. The software, which joined the Netsmart portfolio via the acquisition of Gaffey Healthcare in 2022, leverages Robotic Process Automation (RPA) and Augmented Intelligence (AI) to streamline follow-up activities and ensure the right collector engages with the right claim at the optimal time.

A key component of AlphaCollector is **Benny**, a digital collections sidekick. Benny provides denial processing guidance through a step-by-step process for common CARC code groupings, simplifying the billing and collection process and targeting a faster, more accurate, and less labor-intensive experience.

AlphaCollector is built to support organizations across the human services, behavioral health, and post-acute care markets, including home health, hospice, and senior living. A major strength is its ability to provide transparency for one-to-many Accounts Receivable (AR) streams from diverse Electronic Health Records (EHRs) and clearinghouses, centralizing AR data for enterprise analysis and oversight.

Key Benefits:

Accelerates cash collections and reduces denial write-off rates.
Improves the overall efficiency of the revenue cycle team, with some organizations achieving a 46% reduction in collector actions to payment.
Highly scalable and flexible interface for maximum configuration to fit specific business environments.
Target Users: Revenue Cycle Management (RCM) staff, collections teams, billing administrators, and executive management in healthcare provider organizations.

Key Features

- Robotic Process Automation (RPA)

- AI-Powered Digital Collections Assistant (Benny)

- Automated Claim Status Retrieval

- Prioritized Collector Worklists

- Denial Follow-up and Timely Filing Warnings (via EDI data)

- Multi-EHR/Clearinghouse AR Stream Transparency

- Collector Performance Monitoring and QA

- Centralized AR Data for Enterprise Oversight

Pricing

Model: enterprise

Pricing is not publicly disclosed and is provided via custom quote. It is structured for enterprise and mid-market healthcare organizations based on organizational size and specific needs.

Target Company Size: medium, enterprise

Integrations

Diverse EHR platforms (e.g., myUnity, myEvolv), Clearinghouses (via EDI), Netsmart RevConnect™

Compliance & Certifications

HIPAA, Medicare/Medicaid Compliance