Veradigm to Enhance Independent Practice Financial Management with AI for Practice Fusion Billing Services

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CHICAGO--(BUSINESS WIRE)--Dec. 11, 2023-- Veradigm Inc. (NASDAQ: MDRX), a leading provider of healthcare data and technology solutions, announced today that it will now offer a conversational artificial intelligence (AI) agent for Practice Fusion Billing Services, a Veradigm Network solution. Created to quickly answer questions in a conversational format designed to meet client needs, this enhancement will help simplify the billing process and optimize financial management for independent healthcare providers.

Billing processes have long been a complex and time-consuming challenge for many independent practices. Through its integration with Microsoft and the Azure-based software solution from Zammo.ai Microsoft accelerator software vendor, Practice Fusion Billing Services customers can now benefit from instant conversation responses and feedback directly from the Practice Fusion EHR platform. Practice Fusion Billing Services integrates Microsoft Azure AI Search and Azure OpenAI Service. The AI has been trained in a closed system, based upon a comprehensive billing knowledge base, and will generate normalized real time responses to Practice Fusion Billing Services questions.

“We are dedicated to helping independent medical practices optimize their financial management efforts,” said Tom Langan, President and Chief Commercial Officer of Veradigm. “This is a testament to our commitment to simplifying complex processes and improving the financial health of independent practices.”

“We are witnessing a generational transformation in healthcare,” added Ian Maurer, VP of Development at Veradigm. “Artificial Intelligence can enhance practice productivity, reduce provider fatigue, and improve patient outcomes. Through the Veradigm integration with Microsoft Azure OpenAI Service using the Zammo.ai SaaS Accelerator our team was able to rapidly develop and deploy this generative AI solution for Practice Fusion Billing Services in weeks, not months. We see this solution as a foundational enhancement with exciting future potential.”

“A wide variety of industries are rapidly adopting conversational AI solutions to better meet customer needs while increasing engagement, lowering costs, and boosting productivity,” said Tyler Bryson, CVP, US Health & Public Sector Industries, Microsoft. “Through our collaboration with Veradigm and the power of Microsoft Azure AI capabilities, we are helping accelerate innovation and transforming the way clinicians within the Veradigm Network get answers and solve billing challenges.”

About Veradigm®

Veradigm is a healthcare technology company that drives value through its unique combination of platforms, data, expertise, connectivity, and scale. The Veradigm Network features a dynamic community of solutions and partners providing advanced insights, technology, and data-driven solutions for the healthcare provider, payer, and biopharma markets. For more information about how Veradigm is fulfilling its mission of Transforming Health, *Insightfully,* visit www.veradigm.com, or find Veradigm on LinkedIn, Facebook, Twitter, and YouTube.

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Investors:
Jenny Gelinas
312-506-1237
jenny.gelinas@veradigm.com

Media:
Concetta Rasiarmos
312-447-2466
concetta.rasiarmos@veradigm.com

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