

# Artificial Intelligence and Medical Billing Transparency: A Path to Easier Understanding?

Rasit Dinc

*Rasit Dinc Digital Health & AI Research*

Published: May 16, 2022 | AI Diagnostics

DOI: [10.5281/zenodo.17997926](https://doi.org/10.5281/zenodo.17997926)

## Abstract

The complexity of the American healthcare system is perhaps nowhere more evident than in the medical bill. Often arriving as a dense, multi-page document fil...

The complexity of the American healthcare system is perhaps nowhere more evident than in the medical bill. Often arriving as a dense, multi-page document filled with arcane codes and fluctuating charges, the "surprise bill" phenomenon is a significant source of patient anxiety and financial distress [1]. This opacity in healthcare finance creates a critical need for demystification. Can Artificial Intelligence (AI), the transformative technology reshaping industries, truly simplify the medical billing process for the average person? A professional and academic analysis suggests that AI is a powerful **enabler** of transparency, but not a standalone solution.

## AI's Role in Optimizing the Revenue Cycle

AI's most immediate and widespread impact has been in the back-end optimization of the Revenue Cycle Management (RCM) process. By automating tasks prone to human error, AI contributes to a cleaner, faster, and more accurate billing cycle. Key applications include automated coding and claim submission, where AI algorithms analyze clinical documentation to apply the most accurate CPT and ICD-10 codes [2]. AI is also highly effective in fraud and abuse detection, ensuring compliance. By analyzing vast datasets of payer rules in real-time, AI can flag potential issues before claims are submitted, drastically reducing the need for complex re-billing cycles [3]. While this work is largely invisible to the patient, the indirect benefit is clear: fewer errors in the initial claim lead to fewer confusing and delayed bills.

## Translating Complexity: AI's Direct Impact on Patient Understanding

The most promising applications of AI for patient understanding are those that directly interface with the consumer. These tools aim to translate the complex financial language of healthcare into plain, actionable information. One significant development is the use of AI to provide **real-time cost estimates**

to patients *before* a service is rendered, allowing for informed financial consent [4].

More critically, AI-powered tools are emerging to tackle the bill itself. These applications use Natural Language Processing (NLP) to ingest a complex medical bill and output a simplified summary, explaining what each charge is for, why the patient owes a specific amount, and how the insurance company calculated its portion. AI-powered chatbots and virtual assistants can also answer common patient questions about their bill and payment options 24/7, reducing administrative burden and improving the patient experience.

However, a crucial caveat remains: the output of these systems is only as good as the input data. AI algorithms rely on accurate and reliable data to make billing decisions, and maintaining high standards of data quality and integrity is paramount [5]. Furthermore, the inherent "black box" nature of some advanced AI models presents a challenge to true transparency. If an AI system makes a decision that results in a charge, the inability to easily explain the model's reasoning can undermine patient trust, even if the result is technically correct [6].

## **The Need for Expert Oversight and Human Insight**

---

While AI offers powerful tools to streamline processes and simplify language, the interpretation of complex regulatory and financial frameworks still requires seasoned insight. The underlying complexity of healthcare pricing— involving negotiated rates, deductibles, co-pays, and out-of-pocket maximums —is a systemic issue that AI can only mitigate, not eliminate. Over-reliance on AI for critical tasks also risks "skill degradation" among human staff, making it harder to handle the inevitable edge cases and complex appeals that require human judgment [7]. The technology must be viewed as an assistant to, not a replacement for, human expertise. For more in-depth analysis on this critical intersection of technology and healthcare finance, the resources at [www.rasitdinc.com](https://www.rasitdinc.com) provide expert commentary.

## **Conclusion**

---

AI is undeniably transforming medical billing, shifting the paradigm from reactive, error-prone processes to proactive, accurate, and compliant RCM. For the patient, this translates to a reduction in confusing bills and a growing suite of tools designed to explain charges in understandable terms. AI is a powerful **enabler** of transparency, providing the infrastructure for a more trustworthy healthcare financial ecosystem. The ultimate goal is not just easier bills, but a system where financial clarity is the norm, supported by both cutting-edge technology and essential human oversight.

\*\*

## **References**

- [1] WNS. (2025). AI in Medical Billing: Boost Accuracy, Speed & Compliance. Retrieved from <https://www.wns.com/perspectives/blogs/ai-in-medical-billing-what-it-means-for-accuracy-speed-and-the-future-of-healthcare> [2] UTSA. How AI is Revolutionizing Medical Billing and Coding. Retrieved from

<https://www.utsa.edu/pace/news/ai-in-medical-billing-and-coding.html> [3] Jorie AI. Trust at the Core: How AI and Billing Transparency Strengthen Patient Relationships. Retrieved from <https://www.jorie.ai/post/trust-at-the-core-how-ai-and-billing-transparency-strengthen-patient-relationships> [4] Salesforce. AI in Medical Billing: Use Cases and Future Predictions. Retrieved from <https://www.salesforce.com/healthcare-life-sciences/healthcare-artificial-intelligence/medical-billing/> [5] HBMA. Opportunities and Challenges for Medical Billing Companies with Artificial Intelligence. Retrieved from <https://www.hbma.org/rcmadvisor/quarter-3-2023-volume-28-issue-3/opportunities-and-challenges-for-medical-billing-companies-with-artificial-intelligence> [6] Shick, A. A. (2024). Transparency of artificial intelligence/machine learning-enabled medical devices. *PMC*. Retrieved from <https://pmc.ncbi.nlm.nih.gov/articles/PMC10810855/> [7] NCDS. Navigating the Risks: Responsible Use of AI in Medical Billing\*. Retrieved from <https://www.ncdsinc.com/navigating-the-risks-responsible-use-of-ai-in-medical-billing/>

---

**Rasit Dinc Digital Health & AI Research**

<https://rasitdinc.com>

© 2022 Rasit Dinc