

# **Transforming Hospice Operations Through Comprehensive AI Integration: A Voice-First Approach to Reimagining Hospice**

**Matt Challberg, CEO, Tallio | H3IT Conference 2025**

# Our Current Reality in Hospice.

## Regulatory & Industry.

- > HOPE TOOL
- > TPE & ADR
- > REIMBURSEMENT
- > STAFF & RECRUITING
- > COMMUNITY NEEDS

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- > LEGACY EMRS
- > LACK OF INTEROPERABILITY
- > MULTI-VENDOR MGMT
- > AI ADD-ON BOON

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## Operations.

- > CLINICAL DATA ENTRY
- > COMPLIANCE AND REGULATORY MGMT
- > BILLING COMPLIANCE
- > REPORTING

# Fragmented AI Use Cases

## Intake.

- > PDF DATA EXTRACTION
- > ELIGIBILITY VERIFICATION
- > RPA INTEGRATION
- > FAX/PORTAL INGESTION

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- > POST VISIT AUDITING
- > CHART EXPORT AND AUDIT
- > CAPS REPORTING

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- > PREDICTIVE MODELING
- > LOS
- > QAPI
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## RCM.

- > BILLING & CODING
- > DENIAL HANDLING
- > ELIGIBILITY COVERAGE
- > PREDICTIVE DENIAL MANAGEMENT

**Question:** What if we started from scratch  
to create a new AI-first operating system for  
Hospice?

## Capabilities.



> INTAKE

## Capabilities.



- > INTAKE
- > DOCUMENTATION/ORDERS

## Capabilities.



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### AUTOMATED INTAKE

- Extracts referral data from 200+ PDF
- Creates and builds the chart
- Verifies and manages eligibility/benefit period

*\*Reduction in intake from 30 minutes to 1 minute*

## Capabilities.



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### VOICE NAVIGATION & DOCUMENTATION

- Input any documentation, chart update, or orders using voice commands from anywhere in the system.
- IDG - Fully automated prep and scribe capture

*\*58%+ reduction in documentation time*

## Capabilities.



- > INTAKE
- > DOCUMENTATION/ORDERS
- > RCM
- > COMPLIANCE

### RCM

- Unified clinical billing pipeline as visits are completed
- Real-time bill assembly that updates automatically with each clinical interaction

*\*Faster A/R with less denials without billers*

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### REAL TIME COMPLIANCE

- Any data input is monitored and audited in real time with entire chart history
- Modeled against CoPs and LCDs to ensure 100% chart coverage compliance.

*\*Zero audit deficiencies from 3rd party audits*

**Question:** What does the future hold?

## The Future.



- > AI BASED OPERATING SYSTEM
- > VOICE-FIRST UI
- > AGENTIC SYSTEMS FOR ADMIN
- > EXTENSIBLE APP ECOSYSTEM
- > THE 10X AGENCY