

CASE STUDY

INDUSTRY

Behavioral Health Billing Solutions

OBJECTIVE

Increase Days Authorized

RESULTS

Employees who scored 80+ on the Care Predictor averaged 3 more authorized billing days per treatment episode.



Zealie has reimagined the billing process by delivering a technology-driven revenue cycle management (RCM) platform for the behavioral healthcare industry. As a full-service behavioral health billing solutions company, Zealie was created by industry experts, including treatment facility owners who saw a need for an innovative platform that could maximize revenue.



CHALLENGE

The CEO of Zealie sought a systematic way to improve billing employees' average days authorized. While the Zealie platform already leveraged predictive analytics and advanced technology, he believed there was more that could be done to strengthen team performance and ultimately drive more revenue for clients.

SOLUTION

Zealie implemented the Care Predictor Index (CPI) to identify staff strengths and weaknesses. Care Predictor then conducted a correlation analysis between CPI scores and days authorized, revealing actionable insights.

The strategy included:	Identifying employees below the CPI threshold and providing targeted support and upskilling.
	Tracking outcomes quarterly to measure improvements in client results and financial performance.

RESULTS

The analysis showed a clear link: employees with **higher CPI scores authorized more days** on average. Those scoring **80+ had the greatest impact**, delivering significantly better outcomes.

Score Segment	Average Days Authorized
80+	36.3
70-80	32.99
Less than 70	32.48

People Analytics Driving Transformational Business Impact

The CPI model consistently demonstrates that higher scores correlate with stronger outcomes. Building on this foundation, we are now training the model with Utilization Review (UR) data to pinpoint the specific subdomains that drive performance at the highest levels.

With this enhanced dataset, we can now **differentiate high-potential from low-potential profiles**—both within current staff and among new candidates entering UR roles.

These insights go far beyond raw data points. They represent a **roadmap for the future of hiring and workforce development**: enabling smarter talent decisions, building stronger teams, and delivering what matters most—**Better People. Better Care. Better Margins.**

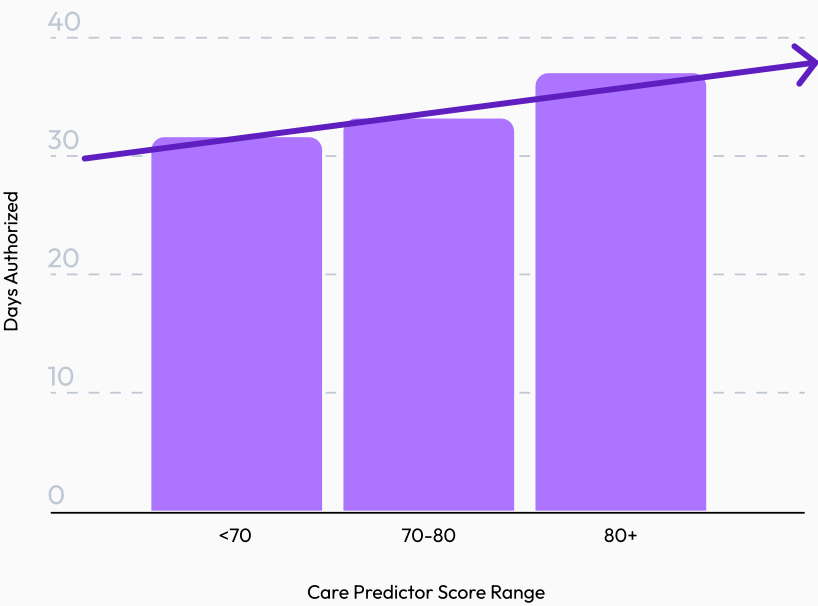


Estimated Impact of Increasing Days Authorized

Average CPI score of UR reps	80+
# of additional days authorized	3
Average number of cases per UR rep/month	25
Total Cases in analysis	2,851
Average daily billing rate	\$950
Est. additional revenue generated per year for Zealie clients	\$2,123,650
Est. additional billing fee revenue generated for Zealie	\$149,000



Zealie - Days Authorized Segmentation



There is a positive trend between CPI Segment and Average Days Authorized

By aligning talent insights with business outcomes, Zealie was able to **optimize staff performance, improve client results, and capture measurable revenue gains.**

“We’re able to select and develop our workforce in a more reliable and scalable method using Care Predictor.”

Ali Beheshti
Chief Executive Officer
Zelialie