Every day, hospitals send patients home
who still need nursing care.

Most of them are turned away.

12,000+

Medicare-certified home health agencies

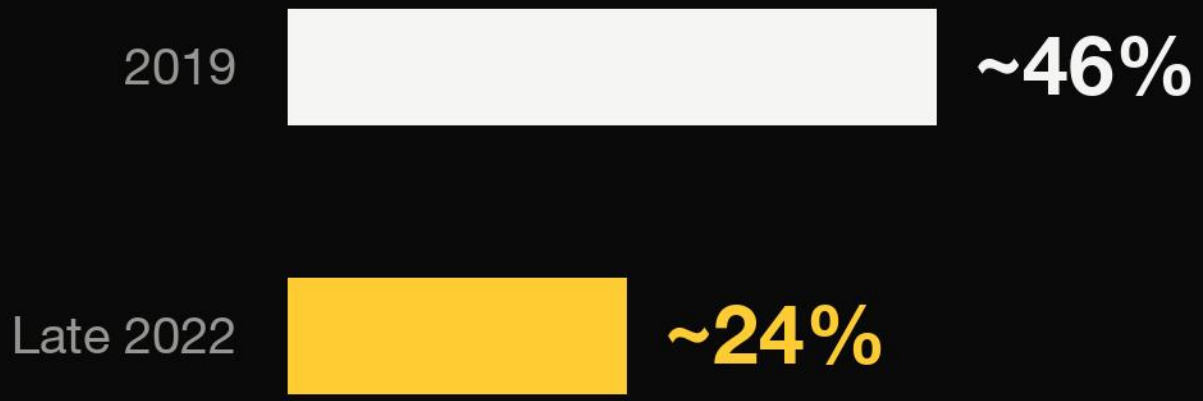
MedPAC, December 2025

$16.0B

spent by Medicare on home health every year

MedPAC, December 2025

Share of home health referrals agencies accept



WellSky 2023 Evolution of Care Report (CarePort network data), via Home Health Care News

+22%

more likely to win the patient when an agency responds first

WellSky, March 2026 (company-reported)

And demand keeps rising

+4.6%

more referrals than a year ago

+34%

higher comorbidity burden than 2019

WellSky network data via Home Health Care News, December 2025

Coordinators read every packet by hand.

Coders see only a short nurse summary.

Declined referrals go back with no next step.

Oikos

Every referral gets a next step.

An AI intake agent for home health agencies

Accepted patients get billed fully. Rejected patients still get a care plan.

Overview | Referral queue | Referral detail | Impact

Referral	Patient	Source	Payer	Zip	Manua
HH-1001	Eleanor Park, 78F	Hospital: Mission Bay Medical Center	Medicare FFS	94110	accept
HH-1002	Walter Brooks, 82M	Hospital: Lakeshore Community Hospital	Medicare Advantage	94601	declin
HH-1003	Rosa Delgado, 86F	SNF: South Valley Rehab Center	Medicare FFS	95020	declin
HH-1004	Harold Jensen, 79M	Hospital: Bayview Medical Center	Medicare FFS	94501	declin
HH-1005	Linda Chen, 62F	Hospital: Mission Bay Medical Center	Commercial	94112	declin

01 TRIAGE

Accept, fixable or decline, in seconds instead of hours.

Deploy

authorization required

✅ **Skilled need**: Home health orders: Skilled nursing for heart failure monitoring, daily weights, diuretic and medication teaching, and wound care to sacral pressure injury. Physical therapy for endurance and safe mobility.

✅ **Homebound**: Leaving home requires a taxing effort and the help of his daughter.

Face-to-face: Face-to-face encounter: To be completed at PCP follow-

02 WALTER, 82 · FIXABLE

Checks insurance, homebound status and skilled need.

Deploy

Request face-to-face documentation → Discharge planner, Lakeshore Community Hospital (synthetic)

Hi, we can accept Walter Brooks (ref HH-1002) and have a nurse scheduled within 48 hours. The face-to-face encounter note isn't in the packet. Could the attending or PCP document it (date, findings supporting homebound status and skilled need)? We'll hold the slot for 4 hours.

02 WALTER, 82 · FIXABLE

Matches a nurse within 48 hours, and drafts the missing paperwork.

Billing capture: 6 diagnoses missing from the nurse summary

Diagnosis	ICD-10	Why it matters
Pressure ulcer of sacral region, stage 2	L89.152	This supports the ordered skilled w
Chronic obstructive pulmonary disease	J44.9	COPD with oxygen use is relevant to
Persistent atrial fibrillation	I48.19	Persistent AF is relevant to medicat
Hypertensive heart disease with heart failure	I11.0	Because hypertension and heart fai
Obesity, unspecified	E66.9	Obesity may affect mobility, dyspn

03 BILLING CAPTURE

Finds diagnoses the coder would miss, with quotes from the chart.

✅ **Face-to-face**: Face-to-face encounter: Completed by Dr. S. Patel on 09/24/2026; supports homebound status and skilled nursing need.

❌ **Staffing**: Nearest qualified RN first free Tue Sep 29 15:00, after the deadline (Mon Sep 28 14:00)

Nurse matching

Service	Clinician	Miles	First slot
RN (start of care, 48 hrs)	Priya Nair	9.8	Tue Sep 2

04 ROSA, 86 · DECLINED

No nurse can reach Rosa within 48 hours.

Deploy

This patient still needs skilled home health. Tell the discharge planner right away so another agency (in-network or with coverage in this area) can accept the skilled referral.

Needs help with: **bathing, dressing, toileting, transferring, meal preparation** · est. 18 hrs/week

IHSS (In-Home Supportive Services) · Likely

04 ROSA, 86 · DECLINED

So Oikos notes the home care help she may qualify for, for the hospital.

Overview Referral queue Referral detail Impact

Accepted (skilled)
2/5
↑ +1 vs manual

Declined patients with a care p…
3/3
↑ manual: 0

Missed diagnoses surfaced
10

Time to decision (slowest)
23s
↑ vs 3h20m manual median

Scale it to one agency (illustrative)

Referrals per month
200

Current acceptance rate
0.35

Share of eligible declines recovered
0.15

Declines that are insurance-eligible
0.45

Declines placed in home care
0.20

Referral fee per private-pay placement ($)
300 − +

Recovered admissions / month
9

Added agency revenue / year
$304,528

Home care placements / month
26

06 IMPACT

More patients accepted. Every decline goes back with next steps.

Oikos

Every referral gets a next step.

Sankalpa Venkatraghavan · Terry Lin · Himani Shah

github.com/sankalpav/Oikos

Built on GPT-5.6 Terra on Amazon Bedrock · 100% synthetic data