



Segment Insights

Autonomous Coding 2025

A Promising Start for an Early Market

August 2025

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Autonomous coding is top of mind for revenue cycle departments looking to ease coder staffing constraints and improve operational efficiency. Although the market is in its early stages, vendors are already delivering tangible benefits regarding workflow efficiency and accuracy. Still, customers consistently report functionality gaps and a desire for broader specialty adoption and stronger implementations—signaling that vendors will need to evolve quickly to meet rising expectations. This report details customer experiences with prevalent vendors in the market.

What Is Autonomous Coding?

Autonomous coding solutions share similarities with computer-assisted-coding (CAC) solutions, as they both use technology to review clinical documentation and produce medical codes. Autonomous coding goes a step further by (1) leveraging either machine learning to identify how an organization typically codes or a set of agreed-upon standard operating procedures and (2) automatically assigning and finalizing codes without human intervention. Autonomous coding solutions are less adept at handling complex or ambiguous cases; in these situations, organizations can rely on CAC solutions and human resources to meet coding needs.

Features of Autonomous Coding vs. Computer-Assisted Coding

Feature	Autonomous coding	Computer-assisted coding (CAC)
Automation level	Fully automated in many cases	Semi-automated
Human review needed	Rarely (only for exceptions)	Yes
Typical use cases	Professional fee coding	Facility coding
Dependence on system accuracy	Relies on very high system accuracy	Relies on human validation to ensure accuracy
Validation required	Rigorous up-front validation	Ongoing validation
Typical underlying technology	Machine learning (ML) and natural language processing (NLP)	Natural language processing (NLP)

Today, Autonomous Coding Is Most Prevalent in Radiology & ED; All Customers Want to Broaden Use Cases

For most responding organizations, autonomous coding adoption is strongest in radiology and emergency departments (EDs)—most surveyed organizations use the solution in at least one of these areas. These specialties present easier starting points for vendors since there is less variability, easier coding, and less need for specialist skills or an understanding of high-level CPT or ICD code sets. Additionally, these specialties have a high volume of cases, which is crucial for training ML models. Adoption in other specialties remains limited for all vendors; a few respondents leverage autonomous coding for endoscopy, pathology, surgery, or primary care. Customers who have found success with their initial deployments express a strong desire to expand to more complex or varied settings, and they are particularly interested in seeing autonomous coding solutions tackle higher-complexity and higher-volume specialties. As with CAC solutions, which have expanded across the care continuum over time, true market maturity for autonomous coding will depend on broader use-case support throughout health systems.

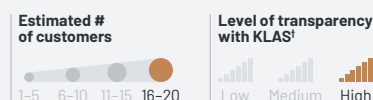
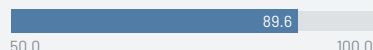
Vendor Overviews

Vendors ordered by overall performance score

† “Low transparency” means that the vendor has not shared any client information with KLAS. “Medium transparency” means that the vendor has shared some but not all client information with KLAS. “High transparency” means that the vendor has shared a full client list with KLAS.

Nym | Nym respondents are primarily large health systems. Customers most commonly use the solution in EDs, and a handful also use the solution in radiology and surgery. Most respondents have deployed to one specialty today, but many plan to expand to other areas and want Nym to support coding for inpatient care specialties.

Overall performance score
(100-point scale) (n=12)

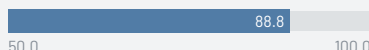


Customer-reported use cases (not exhaustive)

- ✓ Radiology (2)
- ✓ Surgery (1)
- ✓ Emergency department (11)
- Other

CodaMetrix | Most interviewed CodaMetrix customers are large health systems using the Epic EHR; the sample also includes a couple of large outpatient centers. Customers most heavily emphasize radiology deployments; a few clients also use the solution in pathology, with varied success. Respondents want the vendor to expand into additional specialties, such as ED.

Overall performance score
(100-point scale) (n=10)



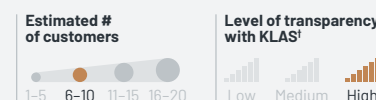
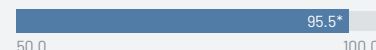
Customer-reported use cases (not exhaustive)

- ✓ Radiology (9)
- ✓ Surgery (1)
- Emergency department
- ✓ Other (3)

Note: “Other” includes pathology and endoscopy.

Fathom | Interviewed customers are a mix of large health systems and large outpatient centers. Fathom is deployed in both ED and radiology settings, and respondents express interest in expansion into hospital medicine and surgery. Current satisfaction is high. Clients express some concerns about Fathom’s ability to scale into more complex areas.

Overall performance score
(100-point scale) (n=5)



Customer-reported use cases (not exhaustive)

- ✓ Radiology (3)
- Surgery
- ✓ Emergency department (3)
- ✓ Other (1)

Note: “Other” includes primary care.

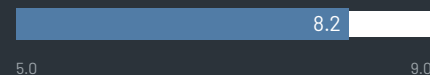
*Limited data

An Easy Case for Adoption

Each measured vendor has customers that have seen substantial benefits from leveraging their autonomous coding solution. Given the common challenges to hire, train, and retain coders, these solutions provide much needed efficiency gains, resulting in the need for fewer coders and the ability to use those coders for more complex cases.

Forecasted Satisfaction (1–9 scale)

All vendors combined (n=31)



“The specific outcomes we were hoping to achieve with CodaMetrix were to **reduce lag and coder burnout** and **make it so that redundant coding was coded by a machine** instead of a coder because **we needed coders to be moved to higher caliber coding**, like the coding for the surgery team. . . . **The system automates low-hanging, high-volume work** that is easily codable by AI once the machine is calibrated correctly.”

—Director (CodaMetrix customer)

“We have been able to **remove several full-time employees from our budget**, and through attrition, we have been able to replace multiple other full-time employees. **The integrations that we have set up create a truly touchless process**, and that is a direct result of how well the system exchanges work with our EHR.”

—VP/other executive (Fathom customer)

“Nym’s solution has **completely transformed our ability to get through the volume of accounts**. And one of our hospitals has a department that is one of the busiest in the country. **I cut my need for human coders in half with this solution**. And it was not that we eliminated all the positions. **We just got rid of the overtime so our people can breathe now**. We don’t need to use contractors anymore, and we don’t have open positions anymore. The solution has literally transformed our department. I cannot say enough good things about Nym.”

—Director (Nym customer)

Nym and Fathom* Customers Benefit from Strong Support & Implementations; CodaMetrix Customers Appreciate Vendor Relationship, Want More Consistency

Autonomous coding solutions are generally easy to maintain, but they are often difficult to implement and test; thus, high-quality implementations and vendor support are integral to customer satisfaction. Interviewed **Nym** customers consistently report high satisfaction with both implementation and ongoing support. They praise the vendor’s onboarding approach and training, which contribute to a smooth go-live experience and ease user adoption.

Fathom* performs similarly well—respondents praise the vendor’s highly responsive support and regular check-ins. A few critique the implementation for taking longer than anticipated and note formatting challenges when multiple EHRs are in use. **CodaMetrix** customers generally report good relationships and view the vendor as a collaborative

partner they can trust. Despite this, respondents describe inconsistent support experiences and variability in how well the solution meets their expectations at go-live. These respondents want CodaMetrix to improve their responsiveness and consistency with customer success efforts.

*Limited data

Quality of Implementation vs. Quality of Phone/Web Support



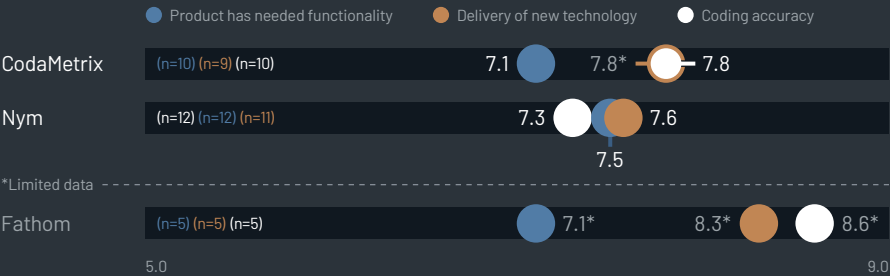
Customers of All Vendors Report Functionality Gaps; Nym Customers Want More Clarity & Transparency Around Product Road Map

Across all measured vendors, functionality is a top critique. Respondents cite a range of missing features (e.g., self-service reporting, auditing transparency, automation) and limited flexibility, both of which hinder broader adoption. The **CodaMetrix** platform is highlighted for its user-friendly interface and fully trained models, which help reduce manual workloads (especially high-volume radiology). Respondents say the coding accuracy can rival or exceed that of human coders, though the solution could use broader specialty coverage. Some clients report odd code choices and inconsistency with complex edge cases. Overall, respondents want increased automation

and better alignment with specialty workflows, and they feel optimistic about the vendor making improvements based on their feedback. **Nym** respondents say the solution generally provides reliable results for high-volume ED coding. Diagnosis coding is seen as less consistently accurate; some users report auditing the Nym solution's output due to lack of confidence in the results. A few respondents are concerned about the solution's road map due to the vendor's pace of innovation and lack of transparency, and they want Nym to demonstrate that they will keep up with customers' growing needs. **Fathom*** sees higher customer satisfaction with current functionality, especially in terms of coding accuracy—some respondents report getting 90% accuracy or more, and they feel the solution has a solid foundation for growth. Additionally, customers feel Fathom releases meaningful updates and new capabilities quickly. Some want broader service line expansion, better automated feedback and audit tools, and continued development of dashboards and analytics.

*Limited data

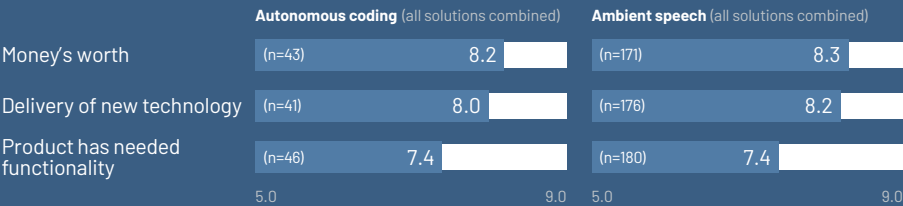
Key Functionality Metrics (1–9 scale)
Vendors ordered alphabetically



Trends in New Technology—Expectations Outpace Development

KLAS often sees common trends across emerging technologies. Similar to autonomous coding, ambient speech solutions have garnered significant attention in recent months, and both areas have similar patterns in customer satisfaction. Both technologies offer extensive automation, which frees

Key Satisfaction Metrics (1–9 scale)



up staff to pursue higher-value activities. In both spaces, customers tend to be most critical of the tools' functionality. With newer technologies, customer expectations often rise faster than the functionality develops. Still, delivered value is high, and customers anticipate future development will close the functionality gaps they see.

Other Vendors

Several additional vendors offer autonomous coding technology, including those below. KLAS has not yet collected enough evaluations from these vendors' customers to share performance data, but as adoption grows, KLAS will continue to share insights and expand research on this topic.

An Early Look at Other Autonomous Coding Vendors

Vendors ordered by estimated # of customers, then alphabetically	Estimated # of customers	# of interviewed customers in the last 12 months	Level of transparency with KLAS†	Customer-reported use cases (not exhaustive)	Summary
BUDDI.AI	1–5	1	Medium	Radiology	Measured in a KLAS Emerging Company Spotlight in 2023. KLAS has not validated the vendor being considered or selected in any recent purchase decisions.
Aidéo Technologies	6–10	1	Low	Radiology	Measured in a KLAS Emerging Company Spotlight in 2022. Vendor is focused on radiology and supports ED and surgery coding. KLAS has validated one customer leaving Aidéo; vendor has also been considered in recent decisions.
Arintra	11–15	0	Low	N/A	Vendor reports supporting cardiology, ED, pediatrics, primary care, and orthopedics use cases. Considered mostly by Epic customers, though KLAS has not validated any purchase decisions from these customers.
CorroHealth	16–20	0	Low	Emergency department	Measured in a KLAS Emerging Company Spotlight in 2022. Focuses on radiology coding; vendor also offers outsourced coding services .
Maverick Medical AI		2	High	Radiology	Recently shared a customer list with KLAS. Early customer feedback will soon be available on KLAS' website.
Milagro		2	High	Radiology, emergency department, surgery, oncology, pediatrics	Customers say vendor is strongest with surgical coding; one customer reports broad use in multiple departments. KLAS has validated the vendor being considered in recent purchase decisions and ultimately selected in one.
RapidClaims		2	Medium	Primary care, urgent care	KLAS has interviewed two multispecialty clinics using the solution. Vendor recently shared a customer list with KLAS. Early customer feedback will soon be available on KLAS' website.
Solventum		0	Medium	N/A	KLAS has validated vendor being considered in multiple purchase decisions, primarily by organizations using other Solventum tools. Vendor will be measured in an upcoming KLAS Emerging Company Spotlight.

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Report Information

Share your experience with peers.
Take a [short survey](#) about your autonomous coding technology.



About This Report

Each year, KLAS interviews thousands of healthcare professionals about the IT solutions and services their organizations use. For this report, interviews were conducted from May 2024 through May 2025 using KLAS’ **standard quantitative evaluation** for healthcare software, which is composed of 16 numeric ratings questions and 4 yes/no questions, all weighted equally. Combined, the ratings for these questions make up the overall performance score, which is measured on a 100-point scale. The questions are organized into six customer experience pillars—culture, loyalty, operations, product, relationship, and value.

Customer Experience Pillars

Category	Culture	Loyalty	Operations	Product	Relationship	Value
Standard software evaluation metrics	Keeps all promises	Forecasted satisfaction	Ease of use	Delivery of new technology	Executive involvement	Avoids charging for every little thing
	Proactive service	Likely to recommend	Quality of implementation	Overall product quality	Quality of phone/web support	Drives tangible outcomes
	Product works as promoted	Overall satisfaction	Quality of training	Product has needed functionality		Money’s worth
		Part of long-term plans		Supports integration goals		
		Would you buy again				

In addition to the standard evaluation, KLAS also asked the following **supplementary question** specific to the autonomous coding market:

- Rate your satisfaction with your vendor’s coding accuracy.

Sample Sizes

Unless otherwise noted, sample sizes displayed throughout this report (e.g., n=16) represent the total number of *unique customer organizations* interviewed for a given vendor or solution. However, it should be noted that to allow for the representation of differing perspectives within any one customer organization, samples may include surveys from different individuals at the same organization. The following table shows the total number of unique organizations interviewed for each vendor or solution as well as the total number of individual respondents.

	Standard Evaluations		Estimated Customer Base for Measured Solution
	# of unique organizations	# of individual respondents	# of unique organizations
CodaMetrix	10	15	16-20
Fathom	5	7	6-10
Nym	12	20	16-20
Other validated vendors			
Aidéo Technologies	1	1	6-10
Arintra	0	0	6-10
BUDDI.AI	1	1	11-15
CorroHealth	0	0	1-5
Maverick Medical AI	2	2	1-5
Milagro	2	3	1-5
RapidClaims	2	2	1-5
Solventum	0	0	1-5

Note: Some organizations may have rated more than one product.

Some respondents choose not to answer particular questions, meaning the sample size for any given vendor or solution can change from question to question. When the number of *unique organization* responses for a particular question is less than 10, the score for that question is marked with an asterisk (*) or otherwise designated as “limited data.” If the sample size is less than 5, no score is shown. Where textual content relies on limited data, the vendor name is marked with an asterisk. Note that when a vendor has a low number of reporting sites, the possibility exists for KLAS scores to change significantly as new surveys are collected.

Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare, payer, and employer organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS' best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to engage.klasresearch.com/why-klas.

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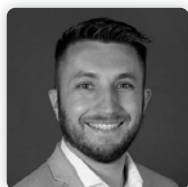
Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.



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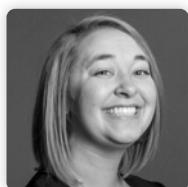
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Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

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