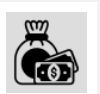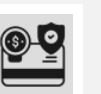# Health Insurance Analytical Insights

abb: tpa : third party administrator , hic : health insurance company, hcp : health care provider

Last | 1 | Years

2/15/2023 - 2/14/2024

tpa
intermediary between the hic and the policyholder

5

hic
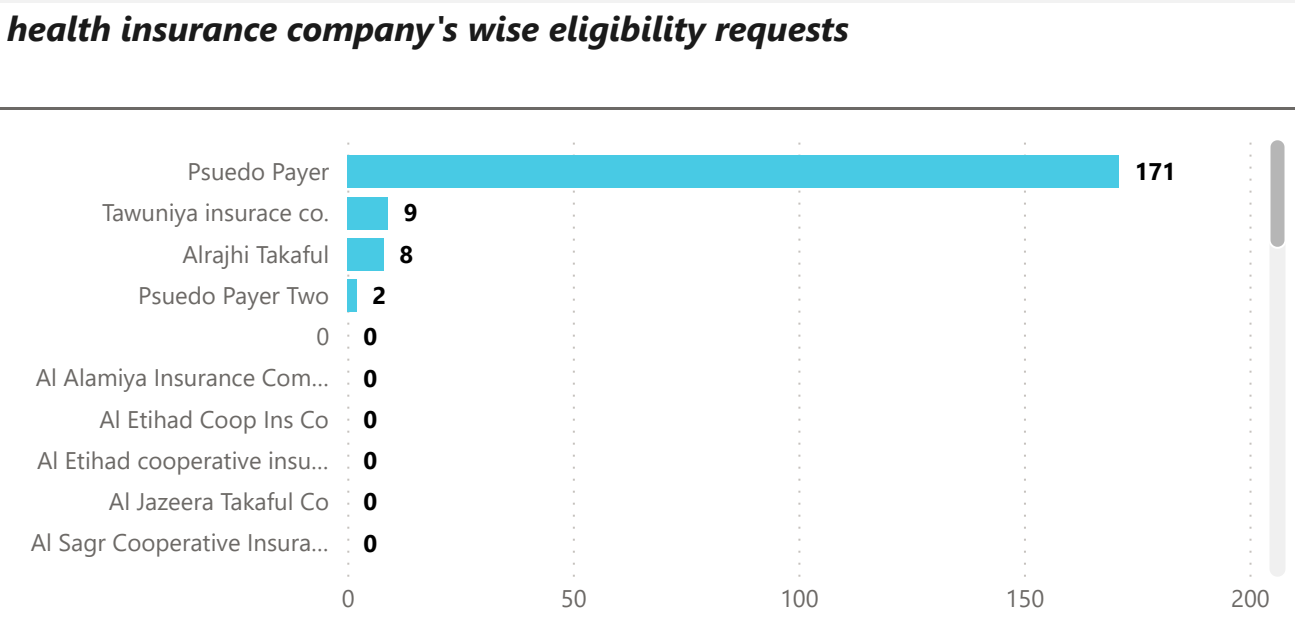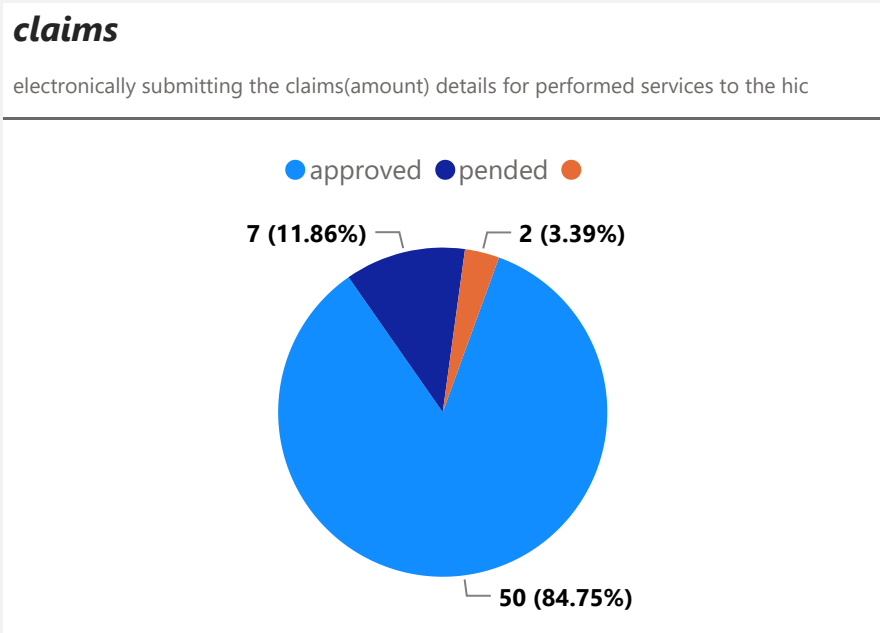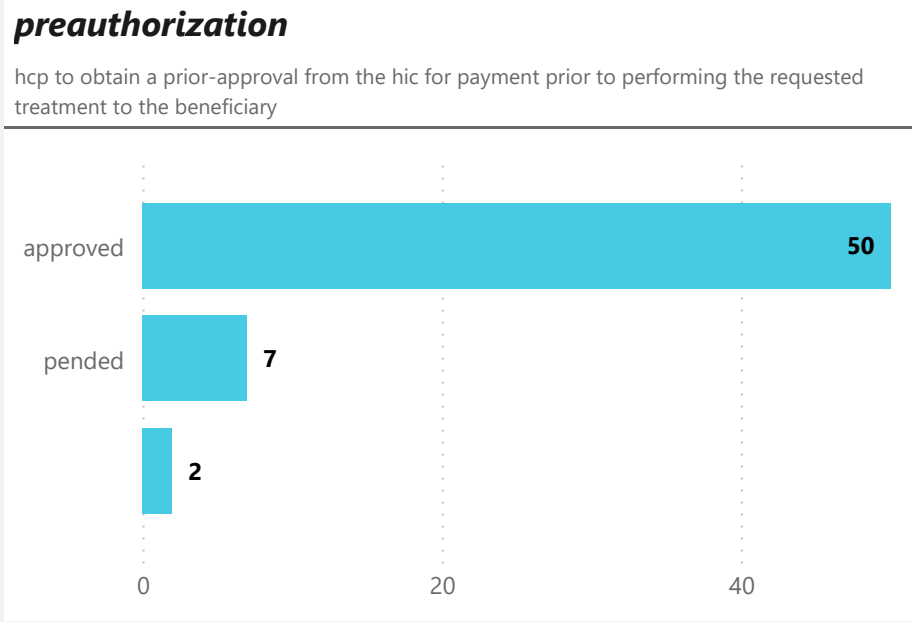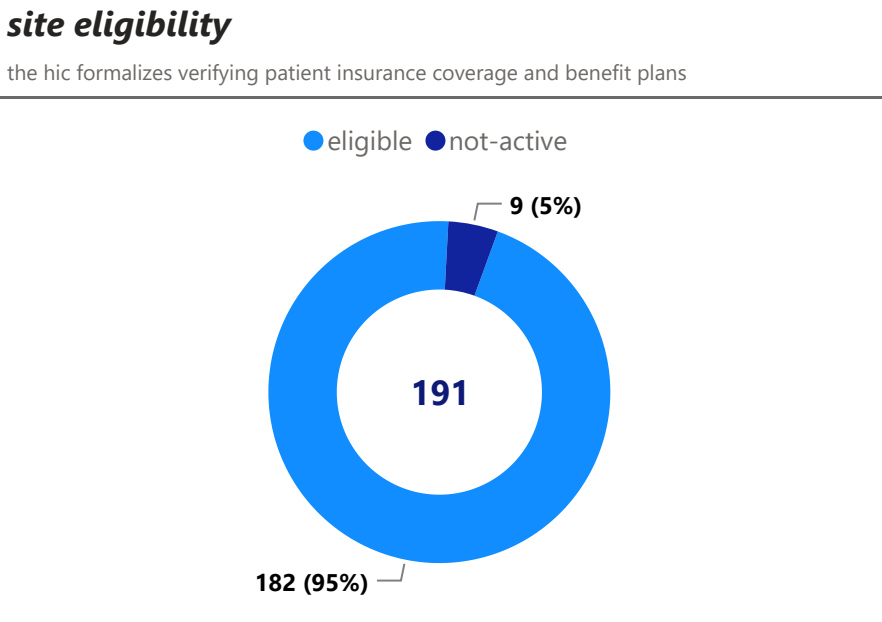who provides medical and surgical expenses for an insured person

40

policy holders
patients who owns an insurance policy

4,675

payments reconciliation
total payment received

22.09M

site eligibility
the hic formalizes verifying patient insurance coverage and benefit plans

● eligible ● not-active

9 (5%)

191

182 (95%)

preauthorization
hcp to obtain a prior-approval from the hic for payment prior to performing the requested treatment to the beneficiary

category	value
approved	50
pended	7
	2

0 — 20 — 40

claims
electronically submitting the claims(amount) details for performed services to the hic

● approved ● pended ●

7 (11.86%) 2 (3.39%)

50 (84.75%)

health insurance company's wise eligibility requests

Company	Value
Psuedo Payer	171
Tawuniya insurace co.	9
Alrajhi Takaful	8
Psuedo Payer Two	2
0	0
Al Alamiya Insurance Com...	0
Al Etihad Coop Ins Co	0
Al Etihad cooperative insu...	0
Al Jazeera Takaful Co	0
Al Sagr Cooperative Insura...	0

0 — 50 — 100 — 150 — 200

eligibility

preauthorization

claims

payment reconciliation

Eligibility Requests Analytical Insights

this use case enables the HCPs to verify the beneficiary's insurance coverage benefit plans which makes them eligible to receive healthcare services at the given facility

unlocking insights: exploring total requests, referrals, trends over time, departmental breakdowns, and insurance company insights in the dashboard

eligibility
total eligibility requests sent | current month

190

previous month
previous month eligibility requests

-100.00%

referrals
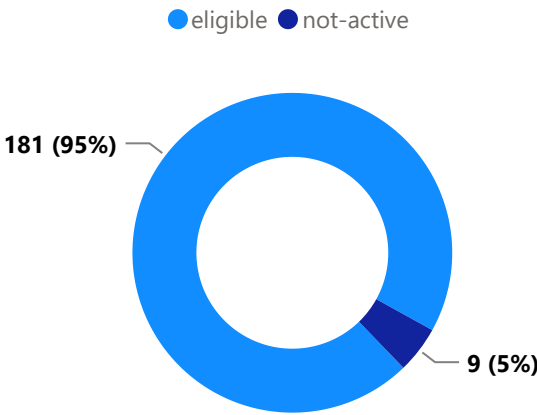total referred patients | current month

78

previous month
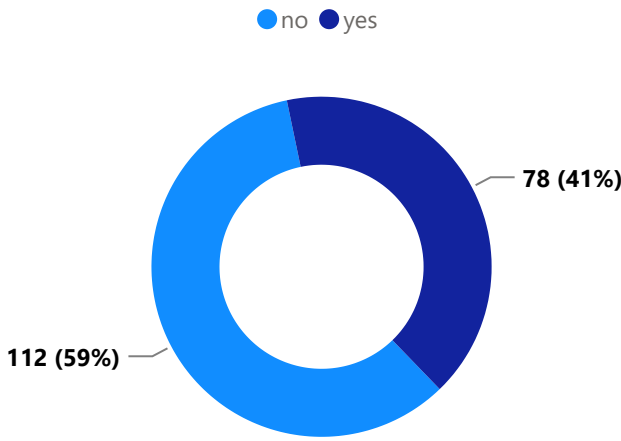previous month referred patients

78

site eligibility
eligible signifies that the patient insurance benefit plan is active and supports current treatment, not active refers to no active insurance plan
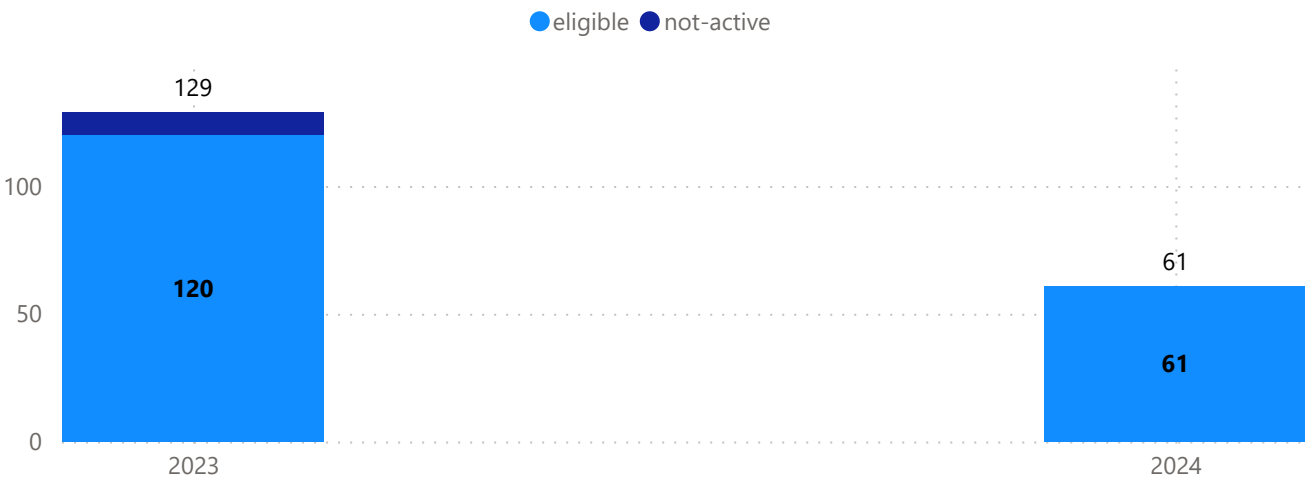
● eligible ● not-active

181 (95%)
9 (5%)

referral
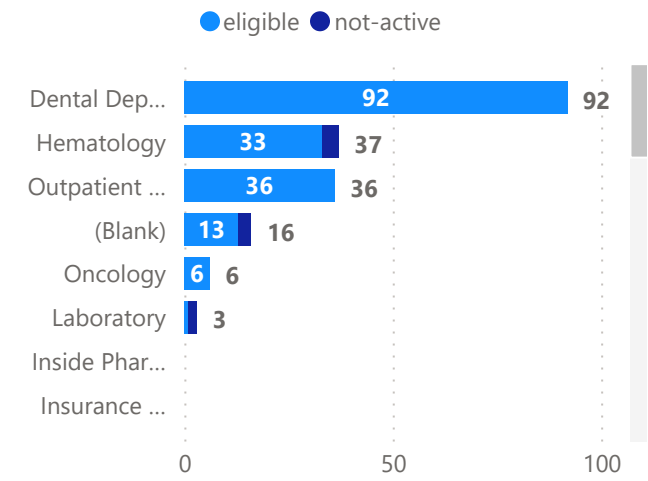referred means a patient has been referred to our facility from outside

● no ● yes

78 (41%)
112 (59%)

trend line drill down and up by year | month | day
eligibility requests sent to hic over a period of year | month | day

● eligible ● not-active

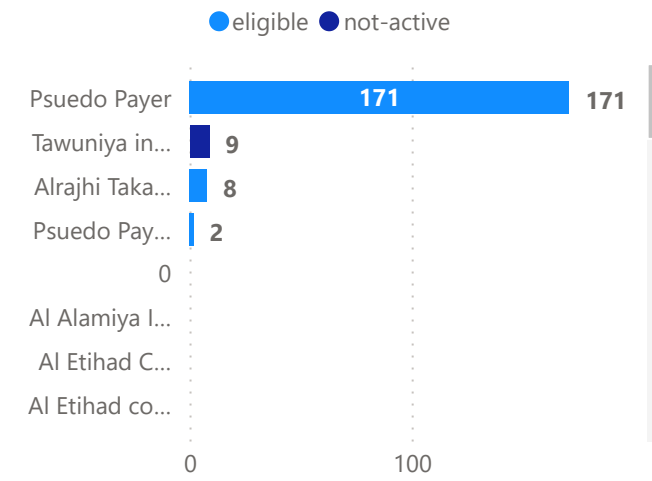|	2023	2024
total	129	61
eligible	120	61

department
requests sent from each department

● eligible ● not-active

Department	eligible	total
Dental Dep...	92	92
Hematology	33	37
Outpatient ...	36	36
(Blank)	13	16
Oncology	6	6
Laboratory		3
Inside Phar...		
Insurance ...		

insurance company
insurance company names

● eligible ● not-active

Insurance company	eligible	total
Psuedo Payer	171	171
Tawuniya in...		9
Alrajhi Taka...		8
Psuedo Pay...	2	
	0	
Al Alamiya I...		
Al Etihad C...		
Al Etihad co...		

departments
All

insurance companies
All

date	department	insurance company	patient name	eligibility	referred
11/20/2023 1:00:33 PM	Hematology	Psuedo Payer	REEM MOHAMMED HAMAD ALGHANIM	eligible	no
11/20/2023 1:01:08 PM	Hematology	Psuedo Payer	REEM MOHAMMED HAMAD ALGHANIM	eligible	no
11/20/2023 1:04:57 PM	Hematology	Psuedo Payer	REEM MOHAMMED HAMAD ALGHANIM	eligible	no
11/20/2023 1:05:08 PM	Hematology	Psuedo Payer	REEM MOHAMMED HAMAD ALGHANIM	eligible	no
11/20/2023 3:08:17 PM	Hematology	Alrajhi Takaful	Shaimaa Abdulsalam muhamad eatallah	eligible	no
11/20/2023 3:22:15 PM	Hematology	Alrajhi Takaful	Shaimaa Abdulsalam muhamad eatallah	eligible	no
11/20/2023 3:25:03 PM	Hematology	Alrajhi Takaful	Shaimaa Abdulsalam muhamad eatallah	eligible	no
11/20/2023 3:25:13 PM	Hematology	Alrajhi Takaful	Shaimaa Abdulsalam muhamad eatallah	eligible	no
11/20/2023 3:25:22 PM	Hematology	Alrajhi Takaful	Shaimaa Abdulsalam muhamad eatallah	eligible	no
11/20/2023 3:36:28 PM	Hematology	Alrajhi Takaful	Shaimaa Abdulsalam muhamad eatallah	eligible	no
11/20/2023 4:40:43 PM	Oncology	Psuedo Payer	Mahmoud zakariaa Ibrahim Alghanim	eligible	no
11/20/2023 4:41:10 PM	Oncology	Psuedo Payer	Mahmoud zakariaa Ibrahim Alghanim	eligible	no
11/20/2023 4:41:20 PM	Oncology	Psuedo Payer	Mahmoud zakariaa Ibrahim Alghanim	eligible	no
11/20/2023 4:51:18 PM	Oncology	Psuedo Payer	Mahmoud zakariaa Ibrahim Alghanim	eligible	no

Preauthorization Analytical Insights

the use case enables the HCP to obtain a prior-approval from the HIC for payment prior to performing the requested treatment to the beneficiary
empowering pre-authorizations: analyzing total requests, outcomes, departmental and insurance breakdowns, requests trend with time
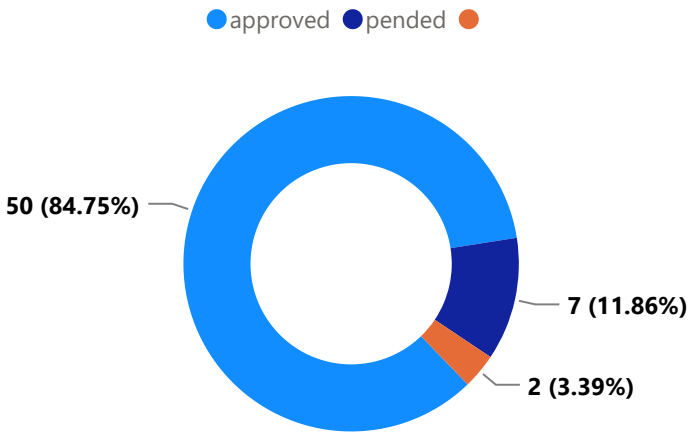
Last | 1 | Years

📅 2/15/2023 - 2/14/2024

outcome
number of preauthorization requests sent to hic and respective outcomes

● approved ● pended ●

50 (84.75%)
7 (11.86%)
2 (3.39%)

total
total preauthorization request sent

59

transferred
total transfered patients count from our facility to other health care providers

13

previous month
total preauthorization request sent previous month
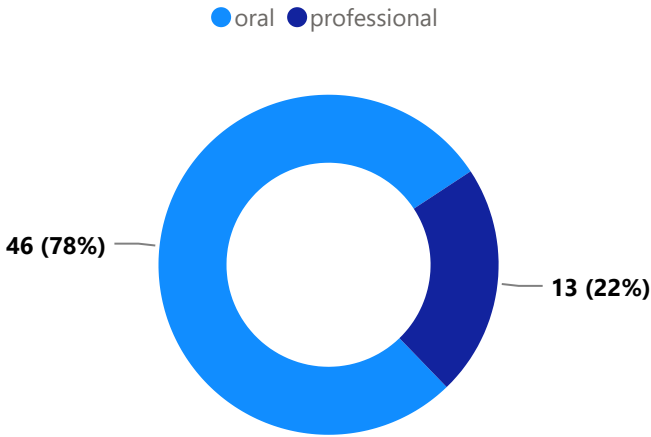
59

previous month transfers
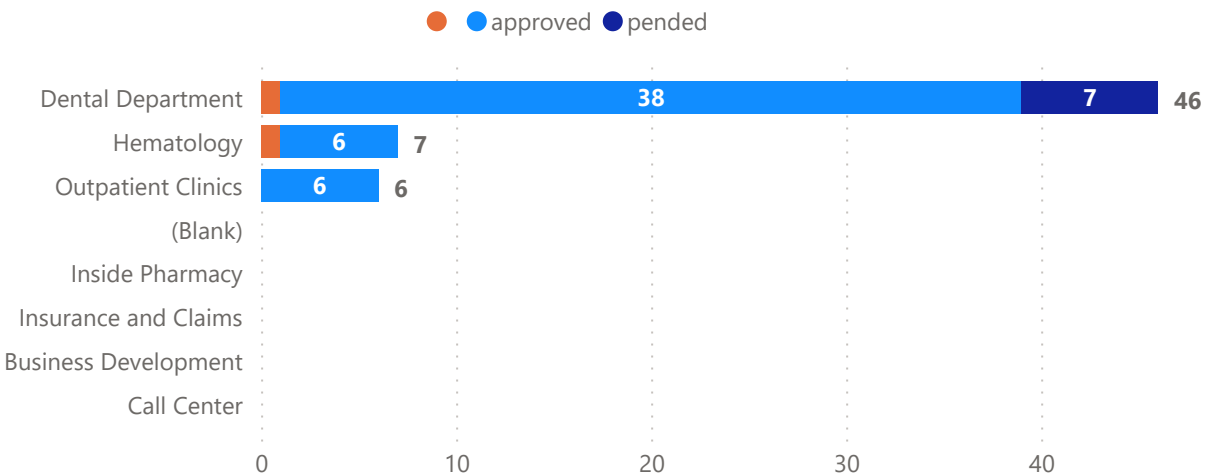previous month transferred patients count

13

type
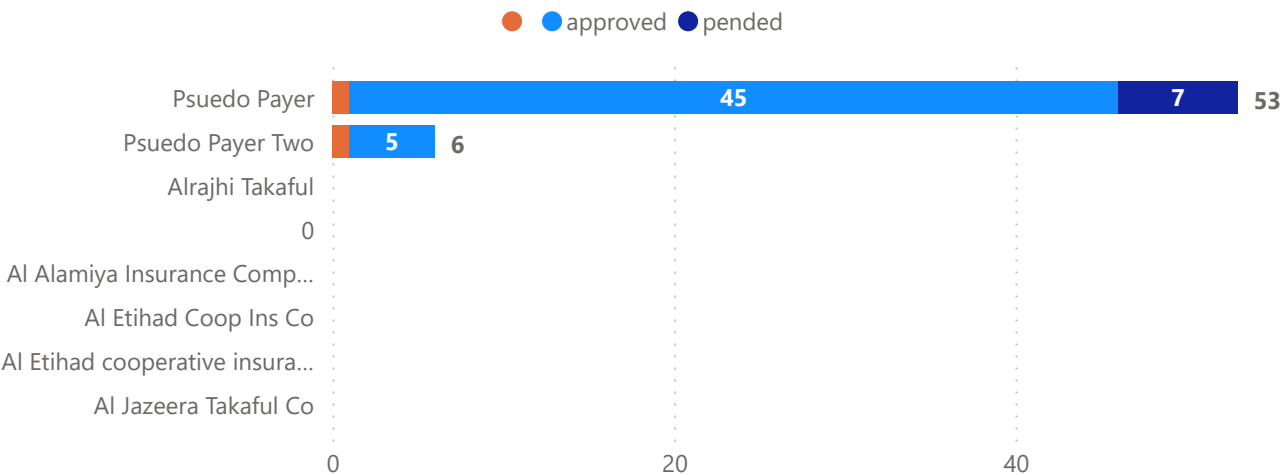preauthorization type institutional | professional | oral | pharmacy | vision

● oral ● professional

46 (78%)
13 (22%)

department
number of preauthorization requests sent from each department

● ● approved ● pended

Dental Department	38 / 7 / 46
Hematology	6 / 7
Outpatient Clinics	6 / 6
(Blank)	
Inside Pharmacy	
Insurance and Claims	
Business Development	
Call Center	

0   10   20   30   40

insurance companies
number of preauthorization requests sent to each hic

● ● approved ● pended

Psuedo Payer	45 / 7 / 53
Psuedo Payer Two	5 / 6
Alrajhi Takaful	0
Al Alamiya Insurance Comp...	
Al Etihad Coop Ins Co	
Al Etihad cooperative insura...	
Al Jazeera Takaful Co	

0   20   40

trend of preauthorization requests drill down and up by year | month | day
trend of preauthorization requests by year | month | day

● ● approved ● pended

57
7
50
2

2023   2024
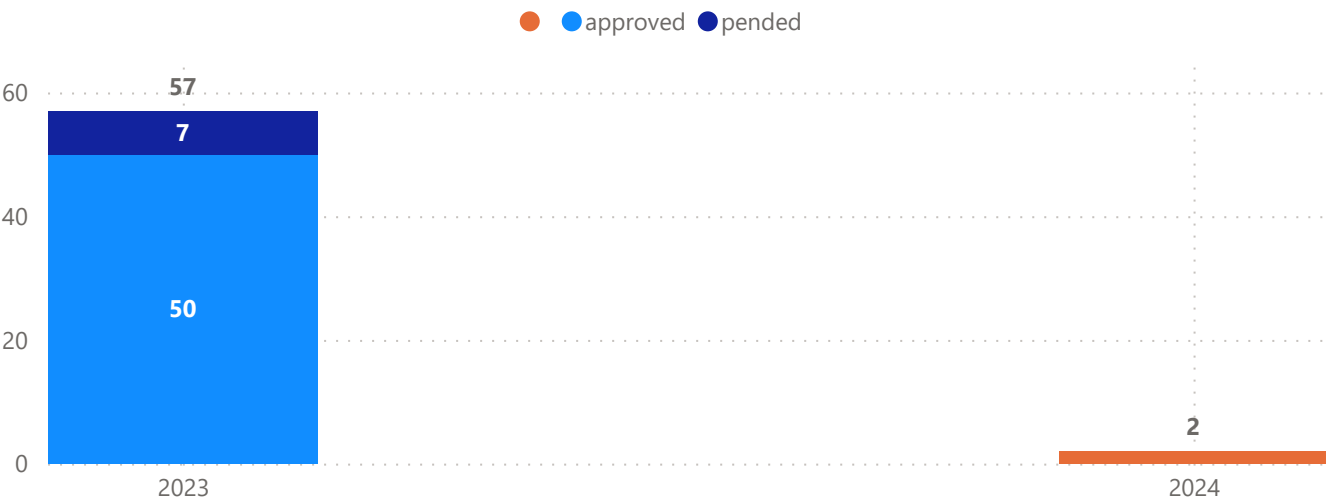
departments ▾
All

insurance companies ▾
All

claim date	patient name	department	insurance company	outcome
1/9/2024 1:51:20 PM	Imran Basha	Dental Department	Psuedo Payer	
1/9/2024 11:12:37 AM	Sara Saleem Khan Khan	Hematology	Psuedo Payer Two	
12/21/2023 10:08:16 AM	Ahmad Khaled ALRAMDAN Abbas	Dental Department	Psuedo Payer	approved
12/21/2023 10:12:01 AM	Ahmad Khaled ALRAMDAN Abbas	Dental Department	Psuedo Payer	approved
12/20/2023 2:44:03 PM	AMAL ALRAMDAN ALI abbas ALRAMDAN	Dental Department	Psuedo Payer	approved
11/22/2023 1:53:29 PM	Amna Ahmed - Ali	Dental Department	Psuedo Payer	approved
11/25/2023 2:06:51 PM	Amna Ahmed - Ali	Dental Department	Psuedo Payer	approved
11/25/2023 2:27:06 AM	Amna Ahmed - Ali	Dental Department	Psuedo Payer	approved

Claims Analytical Insights

this use case enables the hcp to electronically submit the claims for the performed services to the hic for adjudication with the possibility of single claim submission or batch submission

claims analytics: tracking trends, outcomes, types, departmental submissions, hospital services, insurance partnerships, and detailed claim information

claims

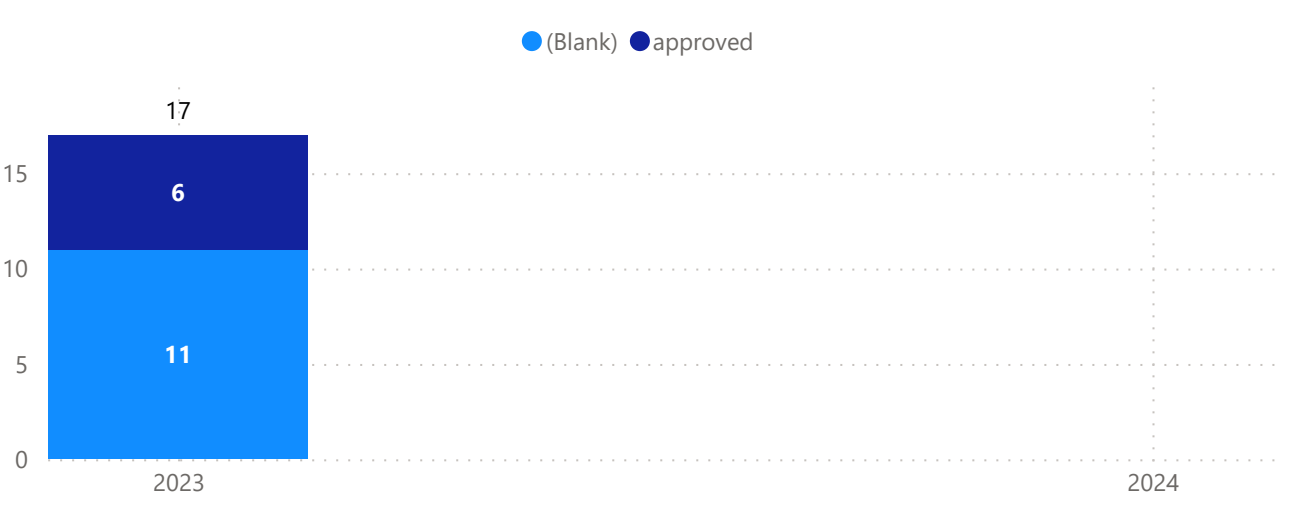total number of claims submitted to the health insurance company

17

previous month claims

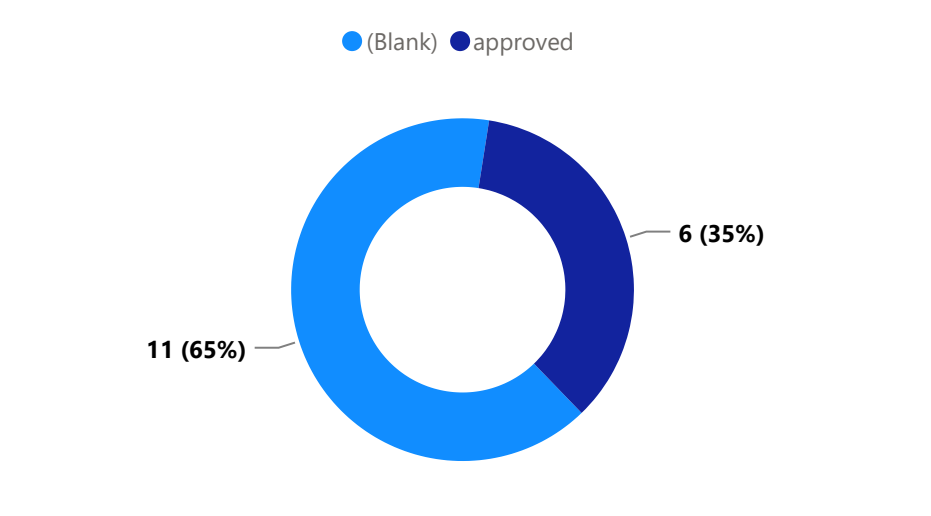previous month claims submitted to the health insurance company

17

trend of claims submitted drill down and up by year | month | day

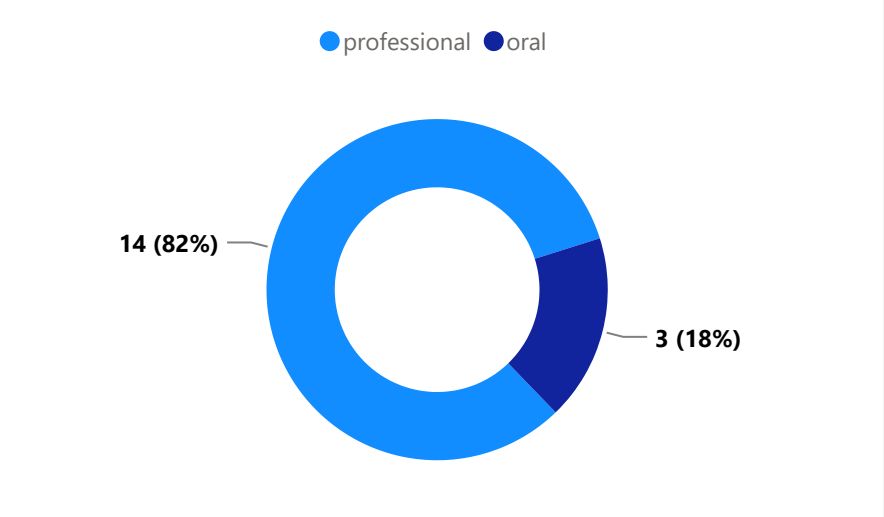trend of claims submitted to the hic to the drill down and up by year | month | day

● (Blank) ● approved

claim outcomes

number of claims submitted and their outcomes

● (Blank) ● approved

6 (35%)
11 (65%)

claim type

types of claims submitted institutional | professional | oral | pharmacy | vision

● professional ● oral

14 (82%)
3 (18%)

claims submitted from each department

claims submitted from each department to the hic

● (Blank) ● approved

Department	
Outpatient Clinics	8 / 4 / 12
Dental Departm...	3 / 2 / 5
(Blank)	
Inside Pharmacy	
Insurance and C...	
Business Develo...	
Call Center	
Customer Care S...	
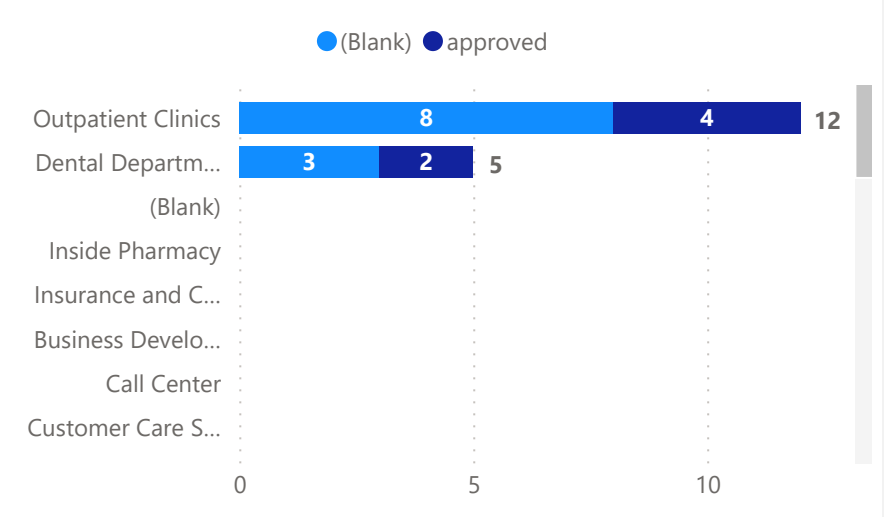
services performed in the facility

services provided to the patients at the hcp

● (Blank) ● approved

11 11 11 11 11 11 11 11 11 11
6 6 6 6 6 6 6 6 6 6

Apicectomy ... | Chemotherapy... | Consultation D... | Consultation F... | Consultation F... | Large wound d... | Non chemothe... | Physiotherapy ... | RELENZA 5MG... | ZANAMIVIR (R...
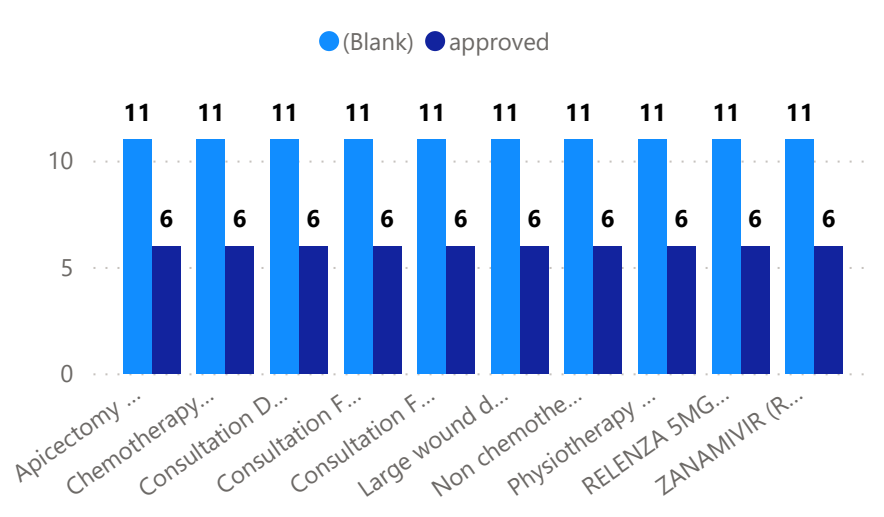
claims submitted to each insurance company

claims submitted to hic's and their outcome

● (Blank) ● approved

Insurance	
Psuedo Payer	6 / 6 / 12
Psuedo Payer Two	5 / 5
Alrajhi Takaful	0
Al Alamiya Insur...	
Al Etihad Coop I...	
Al Etihad cooper...	
Al Jazeera Takafu...	
Al Sagr Coopera...	
Al-Ahlia for Coo...	
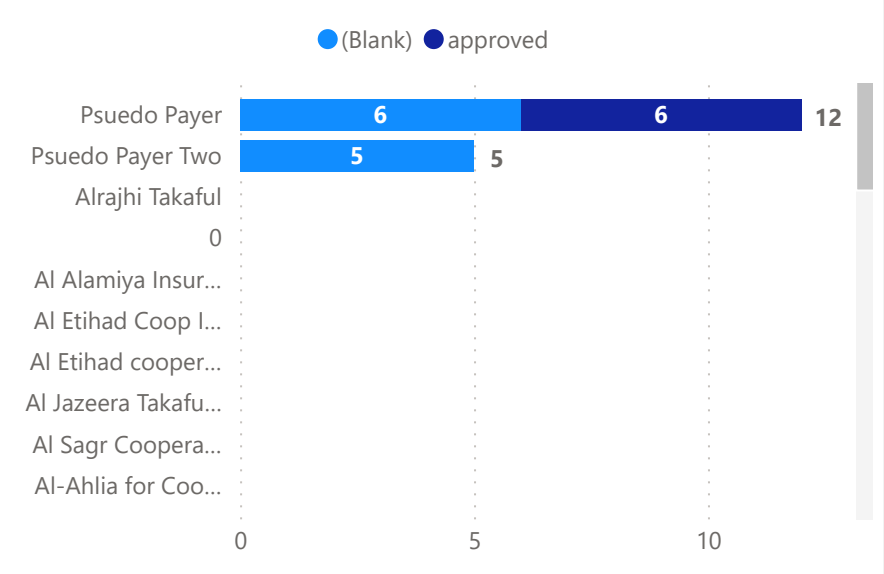
departments All

insurance companies All

service	patient name	department	insurance company	amount	status
Apicectomy – per root	AMAL ALRAMDAN ALI abbas ALRAMDAN	Dental Department	Psuedo Payer	84.00	approved
Apicectomy – per root	Rodah Omar - Alswady	Dental Department	Psuedo Payer	1,818.97	approved
Apicectomy – per root	Sara Saleem Khan Khan	Dental Department	Psuedo Payer Two	126.00	approved
Consultation For Consultant	Sajjad Sajjad Sajjad Khan	Outpatient Clinics	Psuedo Payer	225.00	approved
Consultation For Consultant	Sara Saleem Khan Khan	Outpatient Clinics	Psuedo Payer Two	270.00	approved
Physiotherapy session	Sara Saleem Khan Khan	Outpatient Clinics	Psuedo Payer Two	135.00	approved
RELENZA 5MG POWDER FOR INHALATION [ZANAMIVIR]	Sajjad Sajjad Sajjad Khan	Outpatient Clinics	Psuedo Payer	338.53	approved
RELENZA 5MG POWDER FOR INHALATION [ZANAMIVIR]	Sara Saleem Khan Khan	Dental Department	Psuedo Payer Two	54.86	approved
RELENZA 5MG POWDER FOR INHALATION [ZANAMIVIR]	Sara Saleem Khan Khan	Outpatient Clinics	Psuedo Payer Two	54.86	approved
Consultation Dental	AMAL ALRAMDAN ALI abbas ALRAMDAN	Dental Department	Psuedo Payer	180.00	
Consultation For Consultant	AMAL ALRAMDAN ALI abbas ALRAMDAN	Outpatient Clinics	Psuedo Payer	180.00	
Consultation For Consultant	Eyad Ebrahim Ebrahim Alkhamis	Outpatient Clinics	Psuedo Payer	180.00	

Payment Reconciliation Analytical Insights

payment reconciliation enables health insurance company to send the payment reconciliation to the health care provider along with the details of the payment amount and the claims related to the payment reconciliation transactions

Last ⌄ 1 Years ⌄

📅 2/15/2023 - 2/14/2024

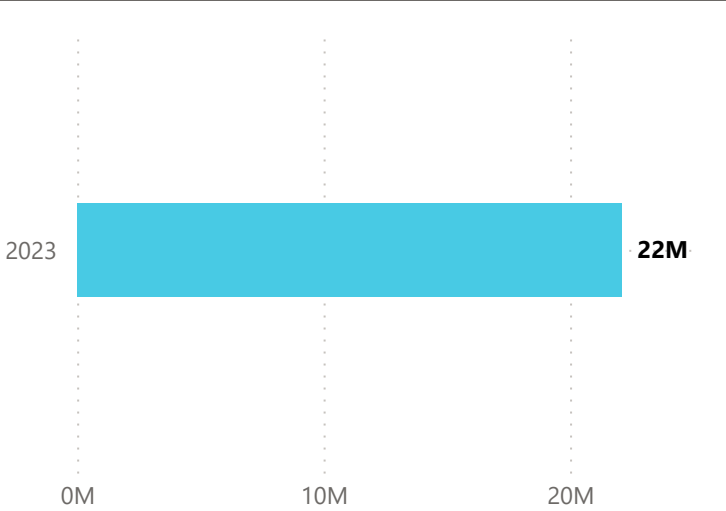## payment received
total payments received in millions

22.09M

previous month
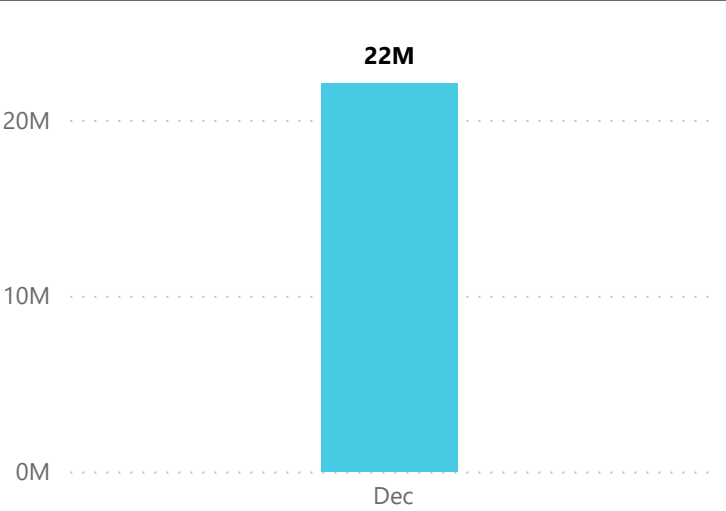previous payments received amount
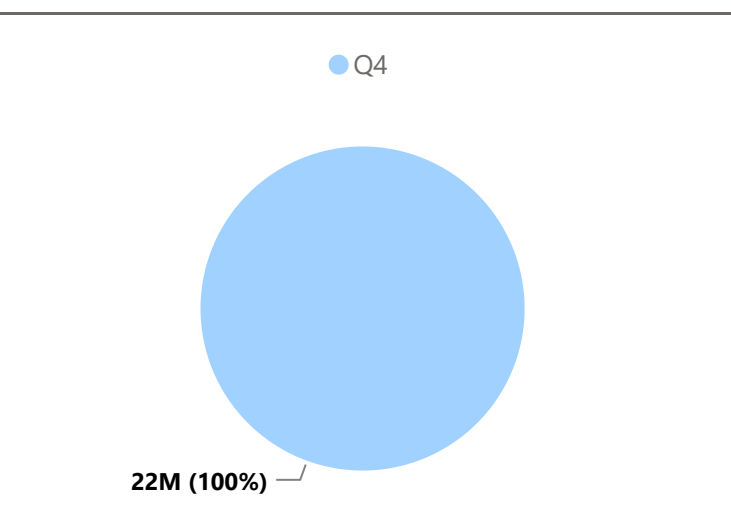
22.09M

yearly revenue receipt
payment received each year

2023 — **22M**

| 0M | 10M | 20M |

monthly revenue receipt
payment received each month
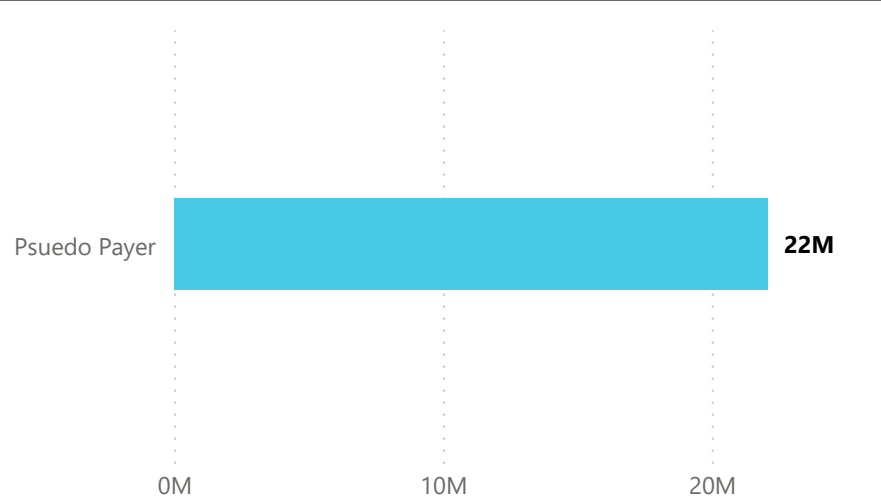
22M

20M

10M

0M

Dec

quarterly revenue receipt
payment received each quarter

● Q4

22M (100%)

payment received by each insurance company
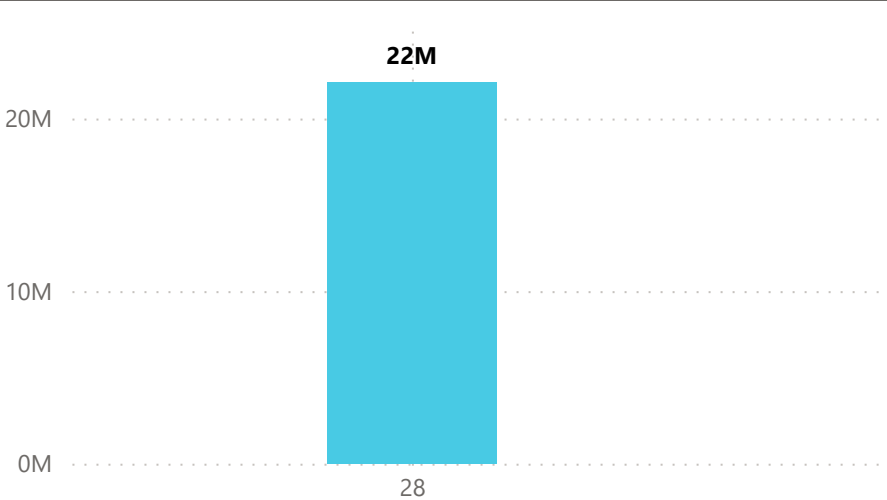payments received from each insurance company

Psuedo Payer — **22M**

| 0M | 10M | 20M |

weekly revenue receipt
payment received each week

22M

20M

10M

0M

W52
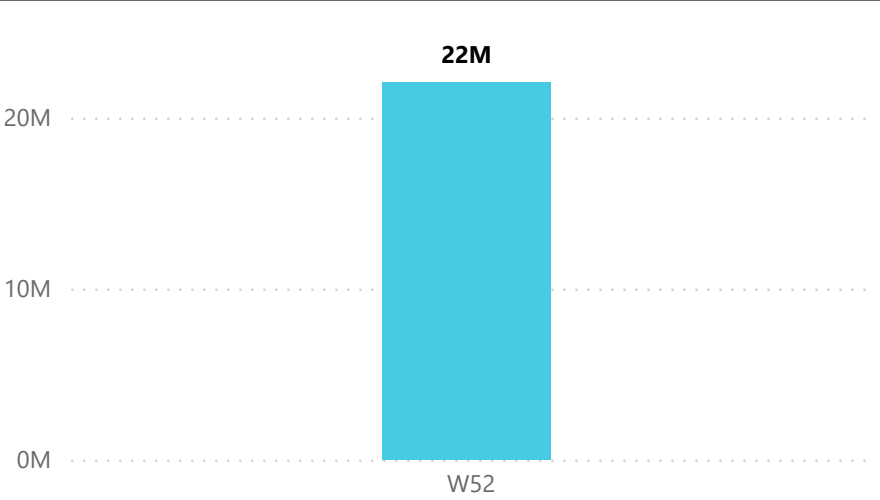
daily revenue receipt
payment received each day

22M

20M

10M

0M

28

Eligibility Requests Analytical Insights

this use case enables the HCPs to verify the beneficiary's insurance coverage benefit plans which makes them eligible to receive healthcare services at the given facility

unlocking insights: exploring total requests, referrals, trends over time, departmental breakdowns, and insurance company insights in the dashboard

Last | 1 | Years

📅 2/15/2023 - 2/14/2024

eligibility
patient's health insurance coverage and benefits align with the services provided by the healthcare facility

190

previous month
verifying that patient's insurance coverage matches the healthcare services received preceding month for accurate billing

-100.00%

referrals
efficiently confirming patient eligibility for specialized medical services through formal inquiries in the referral process
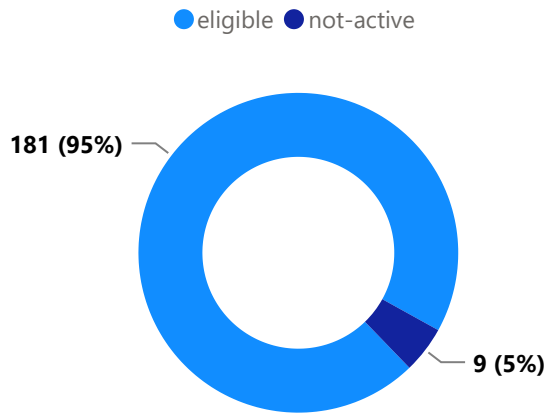
78

previous month
validating patient eligibility for referrals made in the previous month, ensuring the accurate processing of healthcare services

78

site eligibility
eligible signifies that the patient insurance benefit plan is active and supports current treatment, not active refers to no active insurance plan

● eligible ● not-active

181 (95%)
9 (5%)

referral
healthcare referral is formal recommendation by one medical professional to another, guiding a patient to specialized care for specific treatment

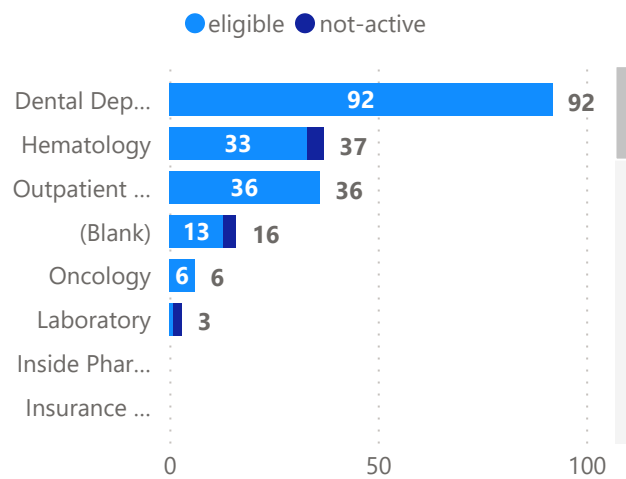● no ● yes

78 (41%)
112 (59%)
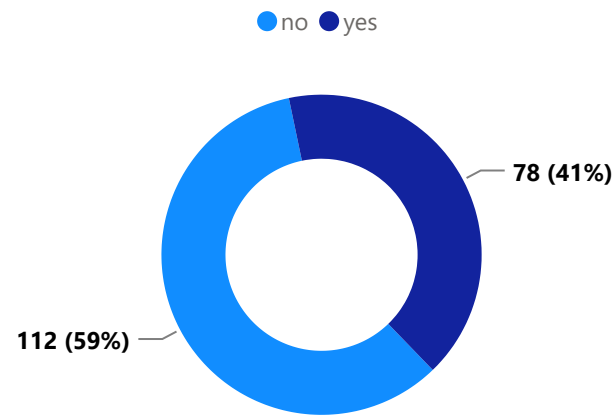
trend line drill down and up by year | month | day
number of eligibility requests sent to health insurance company over a period of year | month | day
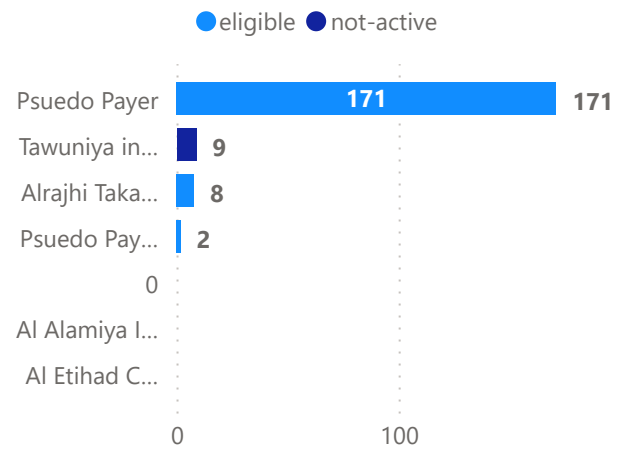
● eligible ● not-active

129
120
100
50
0
2023

61
61
2024

department
number of eligibility requests sent from each department

● eligible ● not-active

Department	eligible	total
Dental Dep...	92	92
Hematology	33	37
Outpatient ...	36	36
(Blank)	13	16
Oncology	6	6
Laboratory		3
Inside Phar...		
Insurance ...		

0   50   100

health insurance company
number of eligibility requests sent from each health insurance company

● eligible ● not-active

Company	value
Psuedo Payer	171
Tawuniya in...	9
Alrajhi Taka...	8
Psuedo Pay...	2
	0
Al Alamiya I...	
Al Etihad C...	

0   100

departments: All

insurance companies: All

date	department	insurance company	patient name	eligibility	referred
11/20/2023 1:00:33 PM	Hematology	Psuedo Payer	REEM MOHAMMED HAMAD ALGHANIM	eligible	no
11/20/2023 1:01:08 PM	Hematology	Psuedo Payer	REEM MOHAMMED HAMAD ALGHANIM	eligible	no
11/20/2023 1:04:57 PM	Hematology	Psuedo Payer	REEM MOHAMMED HAMAD ALGHANIM	eligible	no
11/20/2023 1:05:08 PM	Hematology	Psuedo Payer	REEM MOHAMMED HAMAD ALGHANIM	eligible	no
11/20/2023 3:08:17 PM	Hematology	Alrajhi Takaful	Shaimaa Abdulsalam muhamad eatallah	eligible	no
11/20/2023 3:22:15 PM	Hematology	Alrajhi Takaful	Shaimaa Abdulsalam muhamad eatallah	eligible	no
11/20/2023 3:25:03 PM	Hematology	Alrajhi Takaful	Shaimaa Abdulsalam muhamad eatallah	eligible	no
11/20/2023 3:25:13 PM	Hematology	Alrajhi Takaful	Shaimaa Abdulsalam muhamad eatallah	eligible	no
11/20/2023 3:25:22 PM	Hematology	Alrajhi Takaful	Shaimaa Abdulsalam muhamad eatallah	eligible	no
11/20/2023 3:36:28 PM	Hematology	Alrajhi Takaful	Shaimaa Abdulsalam muhamad eatallah	eligible	no
11/20/2023 4:40:43 PM	Oncology	Psuedo Payer	Mahmoud zakariaa Ibrahim Alghanim	eligible	no
11/20/2023 4:41:10 PM	Oncology	Psuedo Payer	Mahmoud zakariaa Ibrahim Alghanim	eligible	no
11/20/2023 4:41:20 PM	Oncology	Psuedo Payer	Mahmoud zakariaa Ibrahim Alghanim	eligible	no
11/20/2023 4:51:18 PM	Oncology	Psuedo Payer	Mahmoud zakariaa Ibrahim Alghanim	eligible	no

Preauthorization Analytical Insights

the use case enables the HCP to obtain a prior-approval from the HIC for payment prior to performing the requested treatment to the beneficiary
empowering pre-authorizations: analyzing total requests, outcomes, departmental and insurance breakdowns, requests trend with time
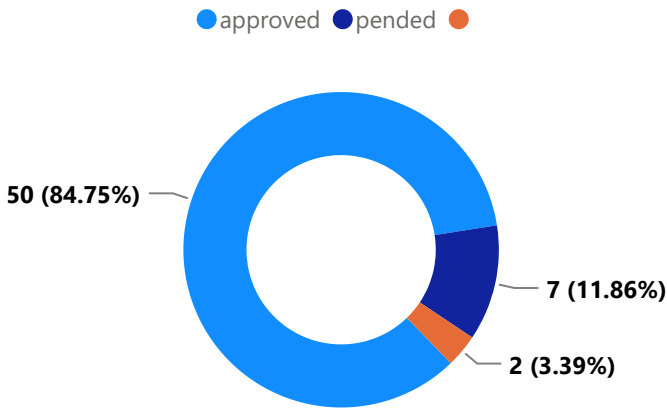
Last | 1 | Years

📅 2/15/2023 - 2/14/2024

outcome

impact of preauthorization requests and their outcomes on approved coverage and treatment accessibility

● approved ● pended ●

50 (84.75%)
7 (11.86%)
2 (3.39%)

total

total number of preauthorization requests health insurance providers for approvals of medical services

59

previous month

total number of preauthorization request sent preceding month health insurance providers for approvals of medical services
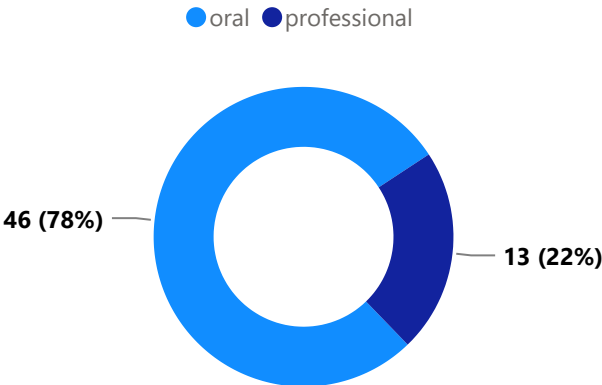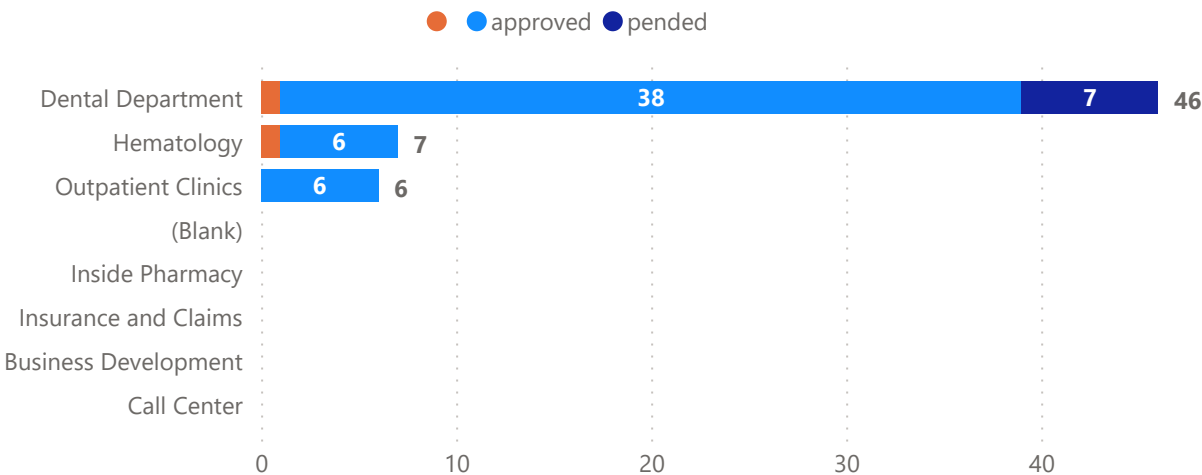
59

type

Preauthorization in claim type signifies approval obtained before a healthcare service, claims processing & ensuring coverage eligibility preauthorization type institutional | professional | oral | pharmacy | vision
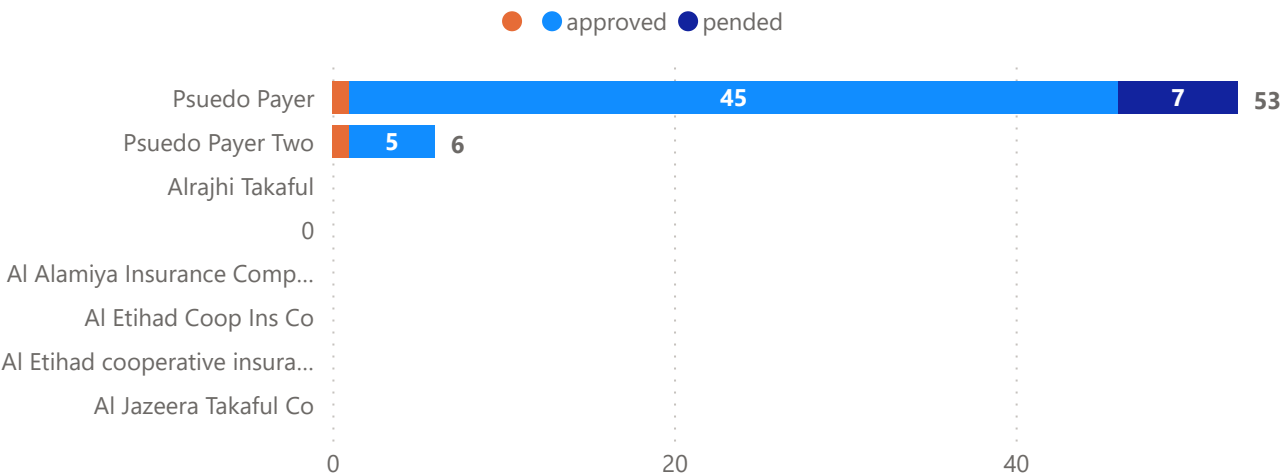
● oral ● professional

46 (78%)
13 (22%)

transferred

transfer involves moving patient between facilities, often for medical reasons beyond the scope of the initial healthcare provider

13

previous month transfers

count of transferred patients from the preceding month

13

department

number of preauthorization requests sent from each department

● ● approved ● pended

Department	Value
Dental Department	38 / 7 → 46
Hematology	6 → 7
Outpatient Clinics	6 → 6
(Blank)	
Inside Pharmacy	
Insurance and Claims	
Business Development	
Call Center	

0   10   20   30   40

insurance companies

number of preauthorization requests sent to each hic

● ● approved ● pended

Company	Value
Psuedo Payer	45 / 7 → 53
Psuedo Payer Two	5 → 6
Alrajhi Takaful	
Al Alamiya Insurance Comp...	0
Al Etihad Coop Ins Co	
Al Etihad cooperative insura...	
Al Jazeera Takaful Co	

0   20   40

trend of preauthorization requests drill down and up by year | month | day

trend of preauthorization requests by year | month | day

● ● approved ● pended

60
57
7
50

40

20

2
0
2023   2024
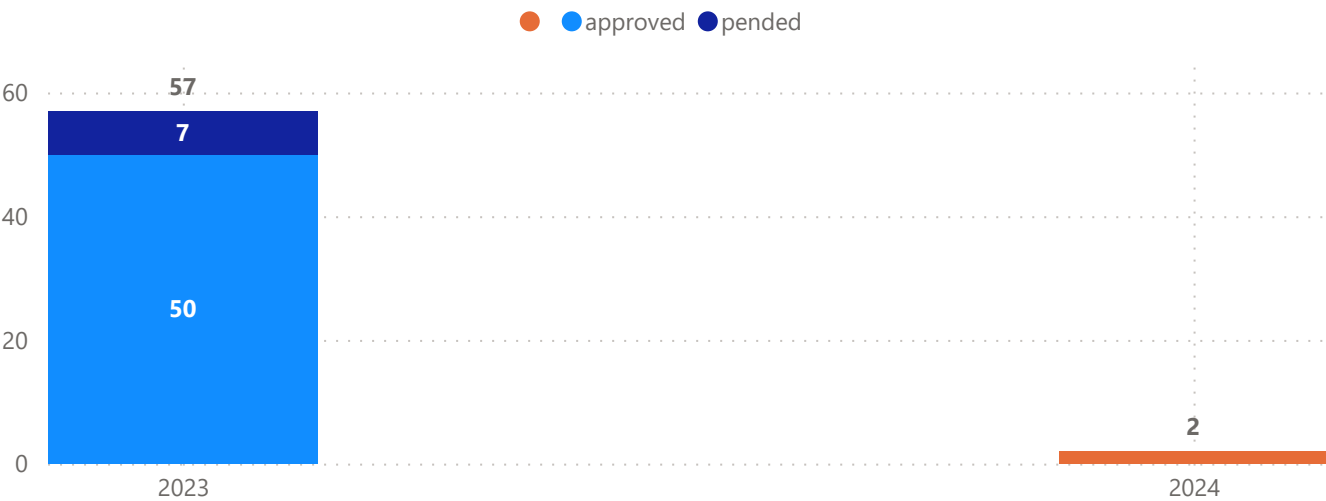
departments ⌄   insurance companies ⌄
All ⌄   All ⌄

claim date	patient name	department	insurance company	outcome
1/9/2024 1:51:20 PM	Imran Basha	Dental Department	Psuedo Payer	
1/9/2024 11:12:37 AM	Sara Saleem Khan Khan	Hematology	Psuedo Payer Two	
12/21/2023 10:08:16 AM	Ahmad Khaled ALRAMDAN Abbas	Dental Department	Psuedo Payer	approved
12/21/2023 10:12:01 AM	Ahmad Khaled ALRAMDAN Abbas	Dental Department	Psuedo Payer	approved
12/20/2023 2:44:03 PM	AMAL ALRAMDAN ALI abbas ALRAMDAN	Dental Department	Psuedo Payer	approved
11/22/2023 1:53:29 PM	Amna Ahmed - Ali	Dental Department	Psuedo Payer	approved
11/25/2023 2:06:51 PM	Amna Ahmed - Ali	Dental Department	Psuedo Payer	approved
11/25/2023 2:27:06 AM	Amna Ahmed - Ali	Dental Department	Psuedo Payer	approved