



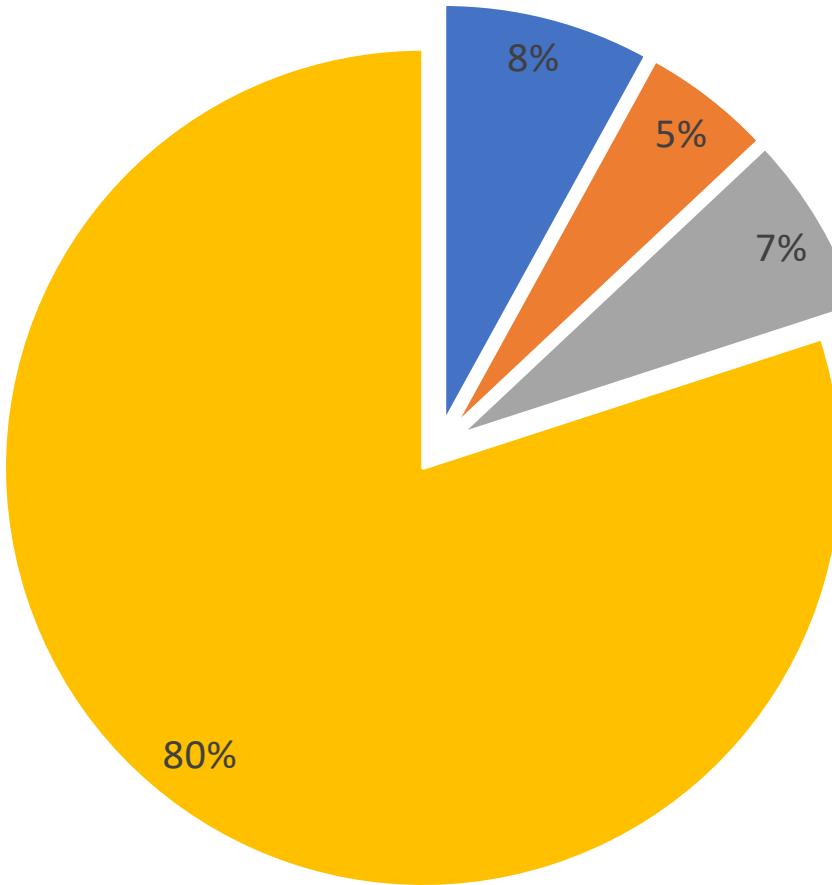
Operational Efficiency – AI Solution

Problem statement

- The hospital CEOs ranked Financial challenges as their ‘No:1’ concern in the annual surveys of American College of Healthcare Executives (ACHE) since 2004.
- However in 2021, personnel shortages became their main concern due to COVID 19 pandemic. But Financial challenges is the second major challenge.
- In the Financial challenges, the key issues identified are Insurance reimbursements, operating costs, bad debts, transition from volume to value, etc.
- Financial challenges remain to be one of the top issue for healthcare executives across the world.

Key issues leading to loss of revenue

A Representation of Revenue Breakup in a Hospital



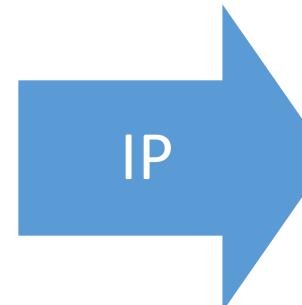
- Rejections
- Lost visits
- Lower Conversion
- Revenue Captured

Insurance reimbursements

- Rejections in the submitted claims
- Unsettled claims
- Submission and re-submissions leading to delay in realization
- Audits and take-backs

Admin Denials	Medical Denials
ELIG (001- 007)	MNEC (001- 006)
AUTH (001 - 011)	NCOV (001 - 026)
BENX (001 - 005)	
CLAI (001 - 018)	
CODE (001 - 015)	
DUPL (001-002)	
PRCE (001- 010)	
TIME (001 - 003)	
TKBK (001 - 003)	
PYBK 003	
COPY 001	

More of Admin Denials



More of Medical Denials

Lack of realtime visibility

- Conversions in the Outpatient service from visit to Diagnostics, Pharmacy, Cross-referrals and Admissions
- Followup visits and conversions
- Procedure / Surgery conversion



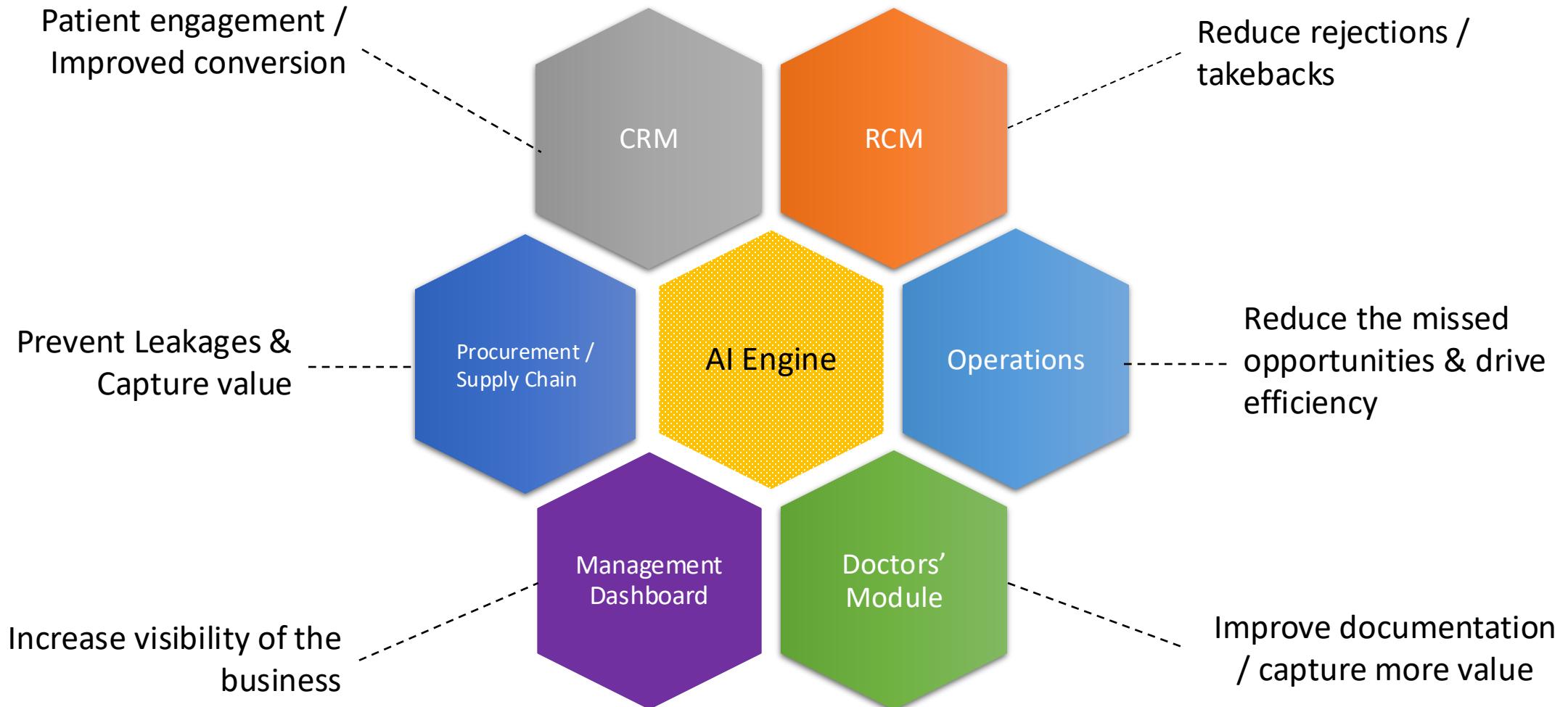
Patient Experience & Engagement

Patient engagement

- Two key components in the patient visit to the hospital which are key to patient engagement are:
 1. Pre-hospital engagement
 2. Post-hospital engagement
- It is important for the organization to organize its services to cover the full patient engagement cycle to ensure their patient base is not eroded over a period of time

About the Product

Key Features

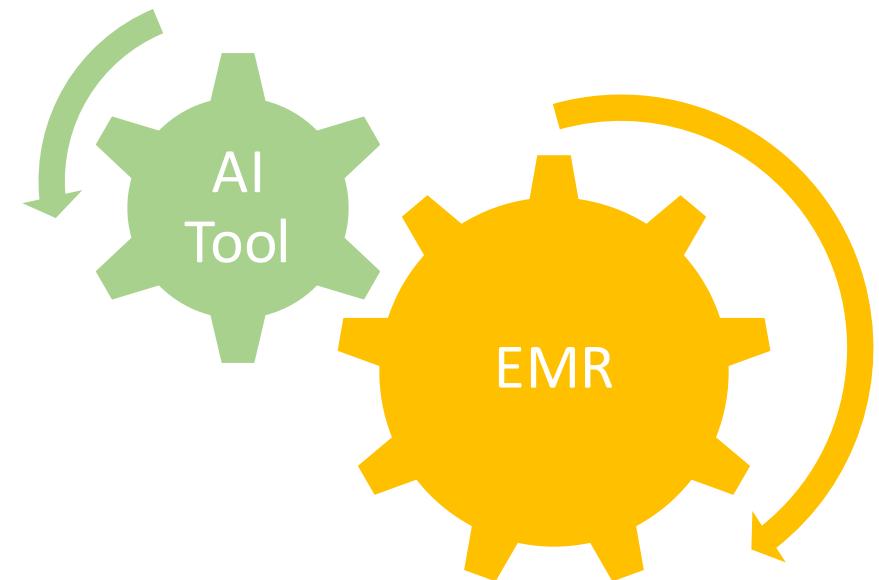


Scope for the product

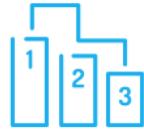
- The product will be available on SaaS model for the hospitals and healthcare organizations.
- The AI module is intended for the UAE / USA markets but the product can be customized to be implemented across various countries using structured nomenclature and coding.
- The AI module can be scaled up to incorporate further aspects including procurement, inventory, finance management, asset management, etc

Product implementation

- The AI tool can be interfaced with the EMR / HIS platforms which are already being used in the healthcare facilities.
- The AI tool can also be used as stand alone module for validation of the codes at order entry level.
- The AI tool is intended for the UAE market but the product can be customized to be implemented across the GCC in the countries using structured nomenclature and coding.



Value creation for the healthcare facilities



Reduction of the rejections by alerting the Doctor on the correct CPTs for the ICDs selected



Avoidance of Insurance takebacks due to improper documentation at the source in the EMR



Better management visibility on the doctor practice and revenue capture



Improved revenue capture with the prompts from the AI tool on the potential CPTs that are allowed with the selected ICDs

Scenarios

Hospital A

- Revenue AED 100 M (Split: IP 50%, OP 50%)
- Rejection (OP): 7% (AED: 3.5 M)
- Insurance Audit / Take Back: AED 1.5 M
- Lost Opportunity: AED ~ 7 M (including IP)

How the AI tool can impact:

- Potential rejection reduction: AED 1.75 M
- Drop in Take Back: AED 750K
- Opportunity Recovered: AED ~ 5 M
- Reduction in the Initial Rejection and thereby improving the cash flow

Medical Center B

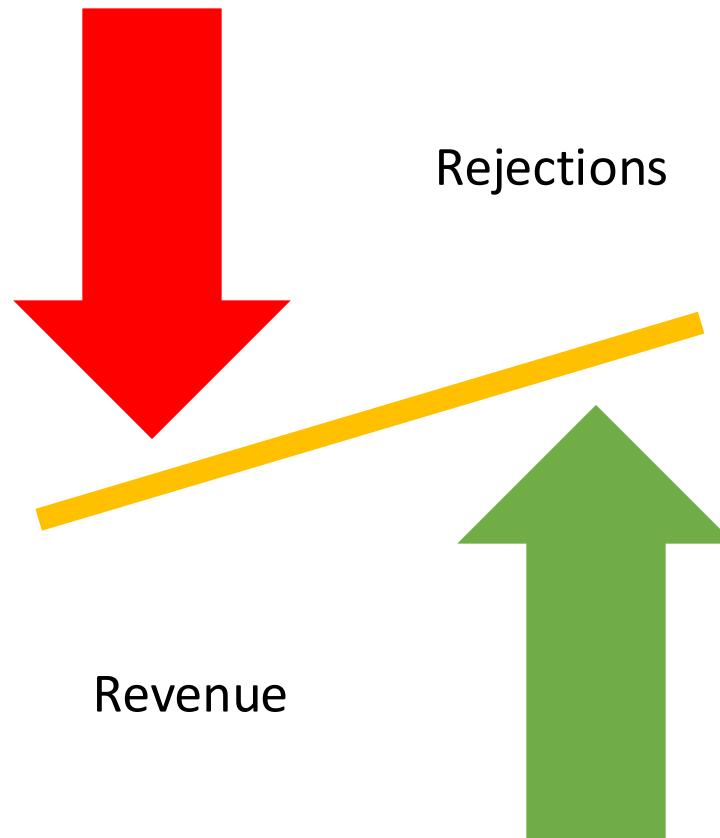
- Revenue AED 30 M
- Rejection: 4% (AED: 1.2 M)
- Insurance Audit / Take Back: AED 500K
- Lost Opportunity: AED ~ 2.1 M

How the AI tool can impact:

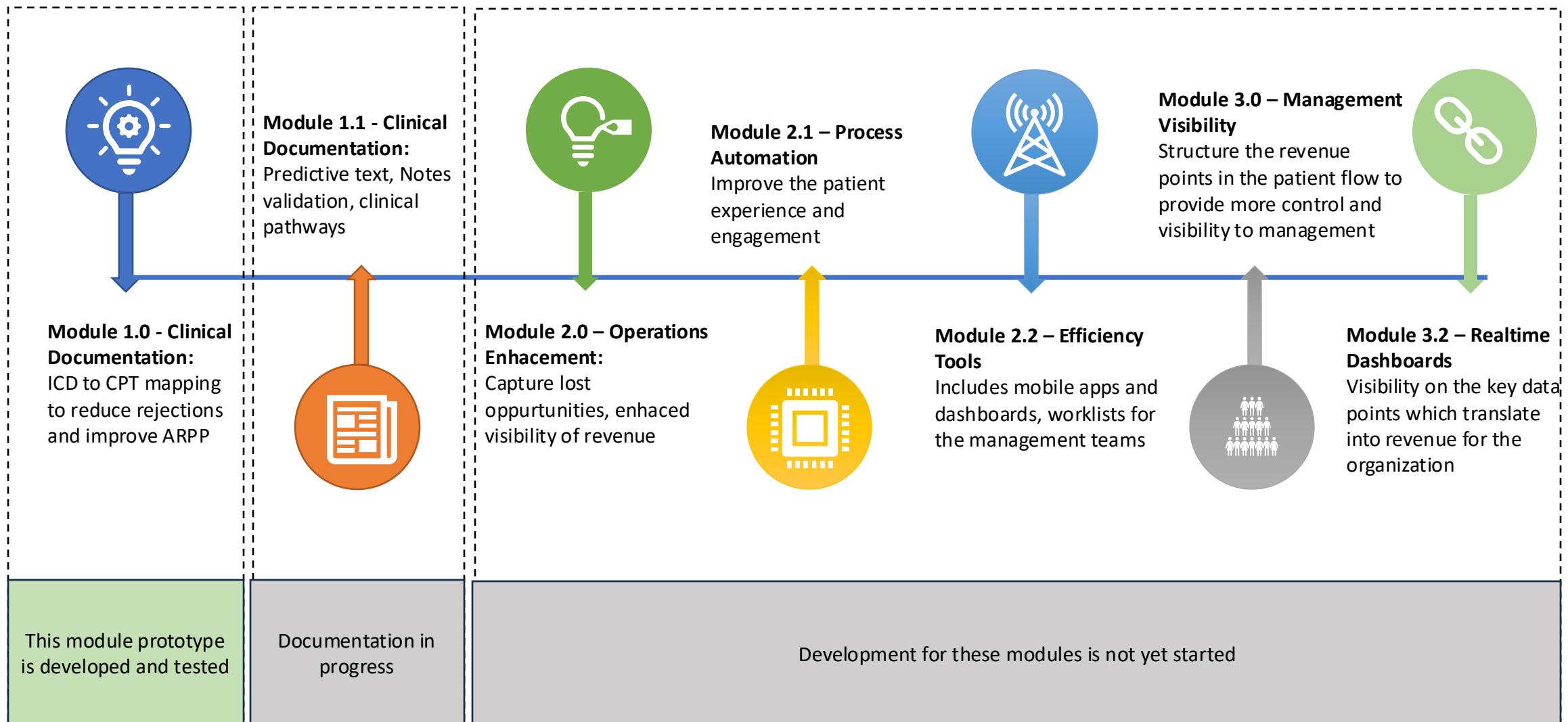
- Potential rejection reduction: AED 600K
- Drop in Take Back: AED 250K
- Opportunity Recovered: AED ~ 1.2 M
- Reduction in the Initial Rejection and thereby improving the cash flow

Impact of the AI Tool

- Reduce Rejections
- Higher Revenue
- Improve Cash Flow
- Management visibility on Rejections / Opportunities
- Increase the ARPP
- Uniformity in Practice
- Improve the Doctors' documentation
- Reduce the burden on the RCM team

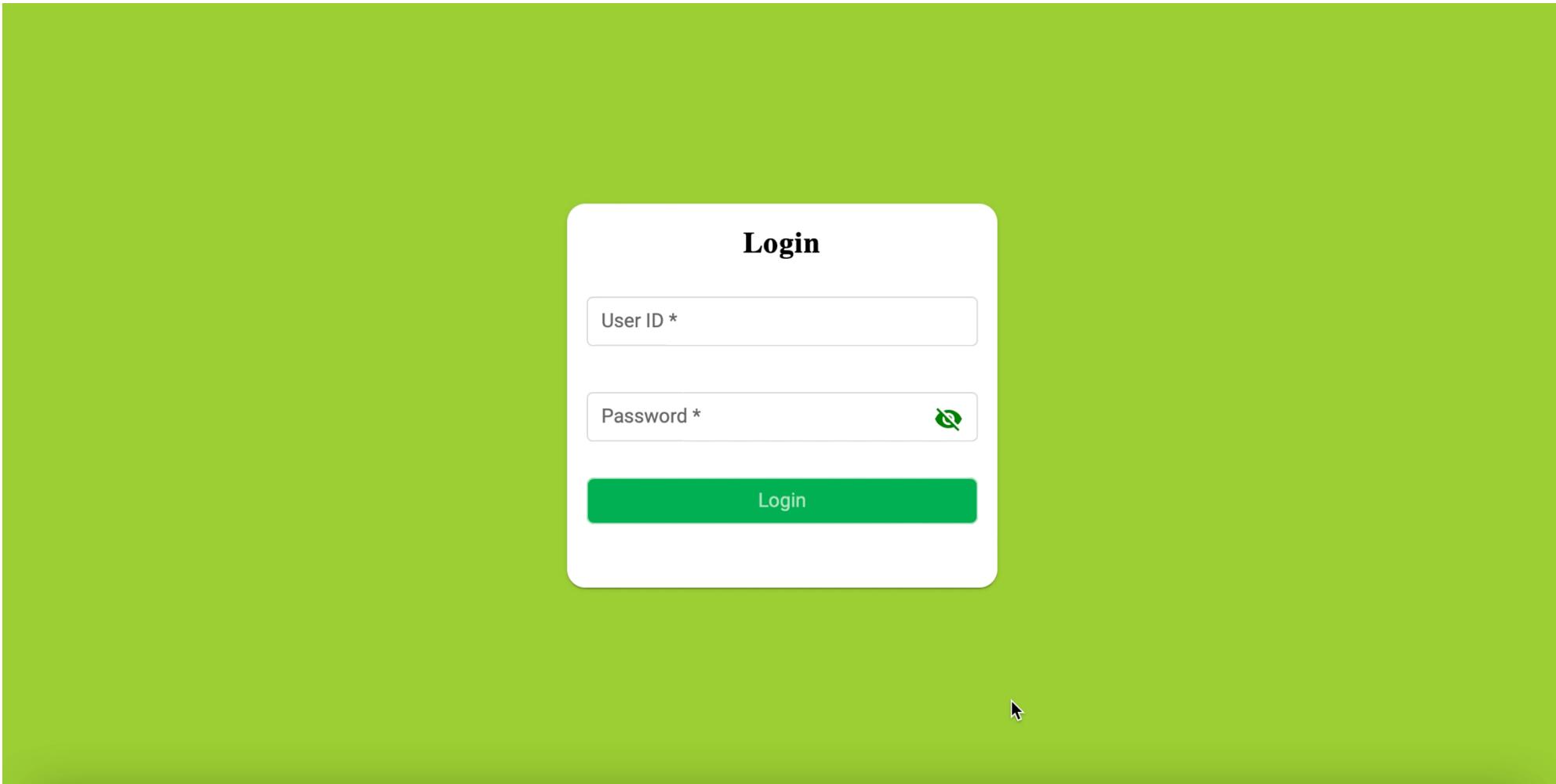


Product Development Milestones



Use Cases

Case 1



Case 2

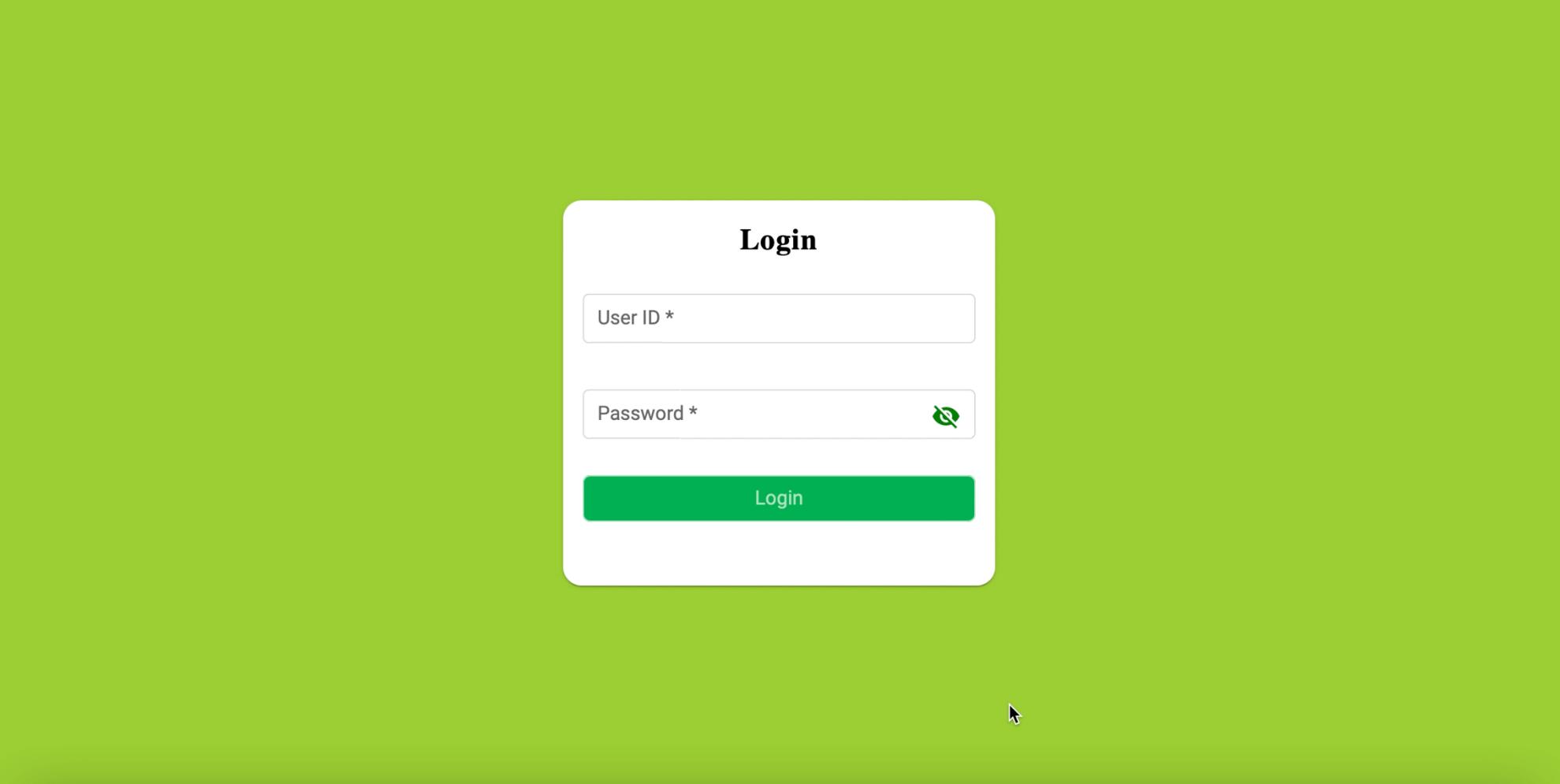
Login

User ID *

Password * 

Login

Case 3



A green rectangular background with a white rounded rectangle in the center containing a login form. The form has a title "Login" and two input fields: "User ID *" and "Password *". A green "Login" button is at the bottom. A small cursor icon is located at the bottom center of the green background.

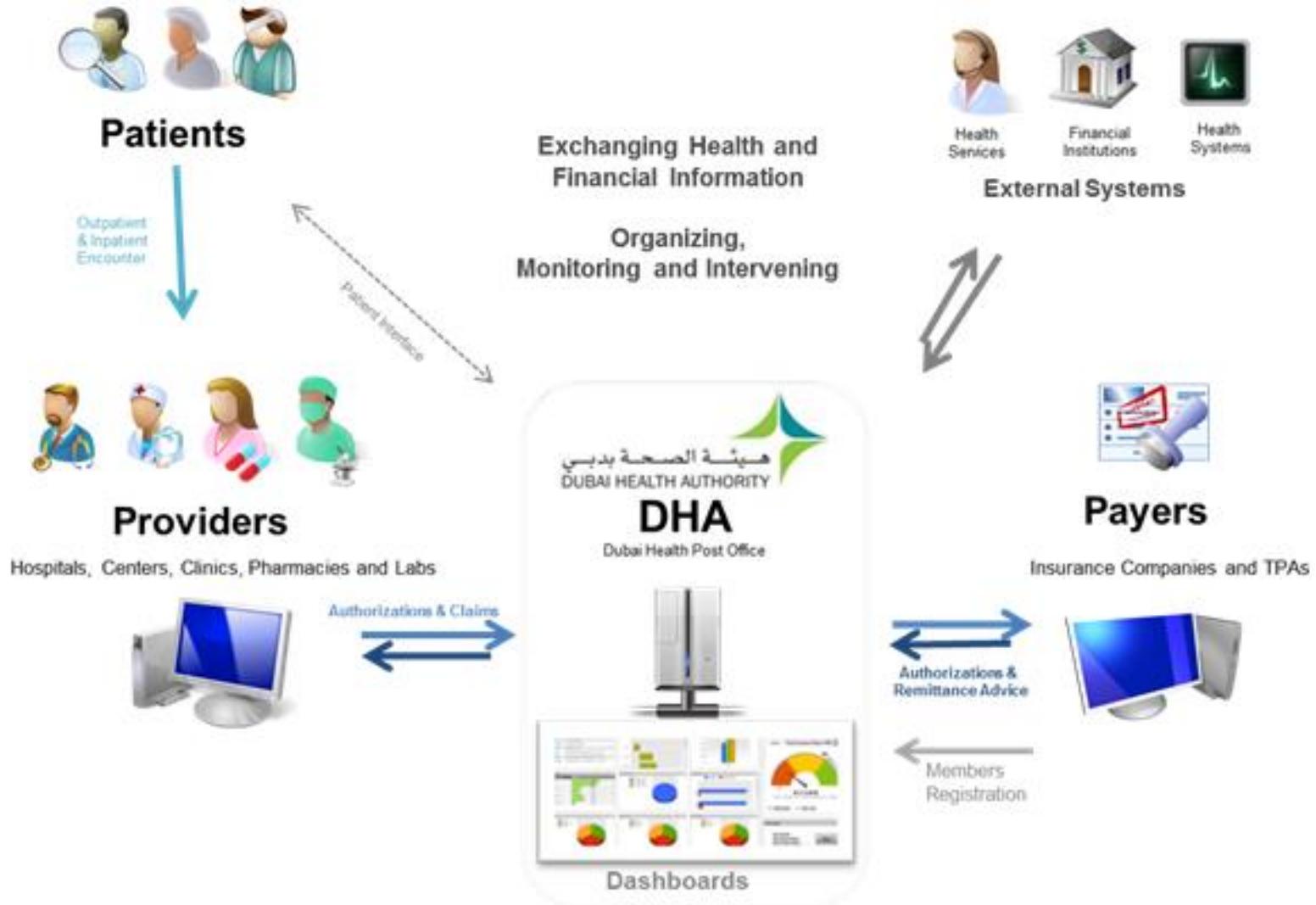
Login

User ID *

Password * 

Login

DHA Claims Process



High-level Schema

