

The background features two large, decorative, curved lines. One line, in shades of blue and green, curves from the top right towards the center. Another line, in shades of green and blue, curves from the bottom left towards the center. The text is centered between these two curves.

Operational Efficiency – AI Solution

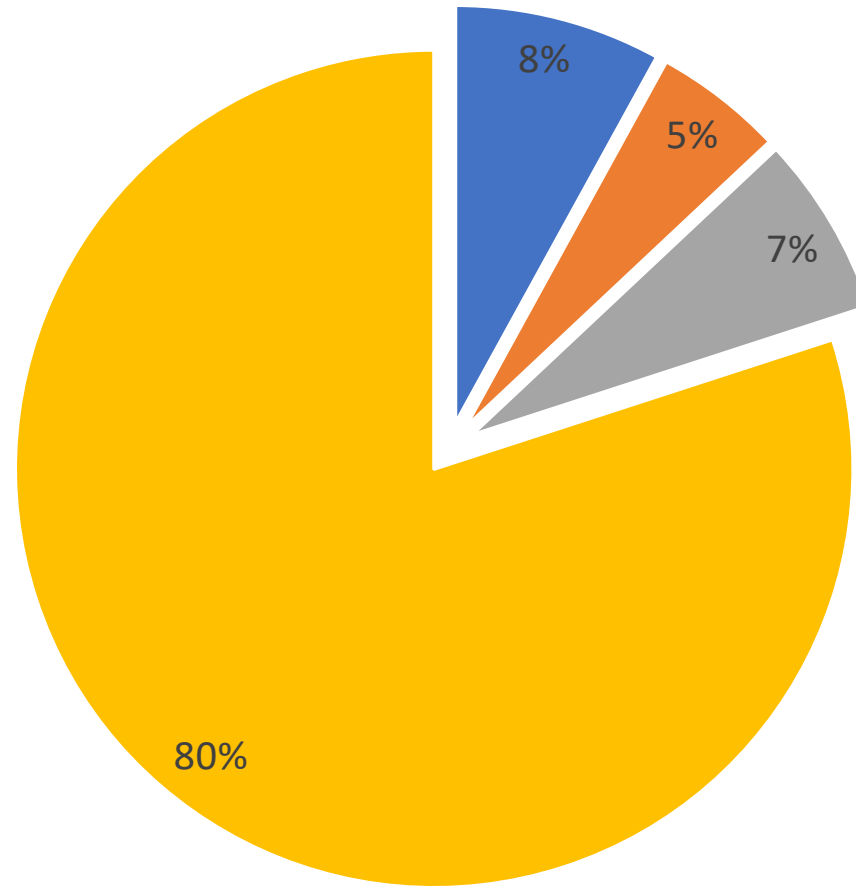
Problem statement

- 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 panemic. 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.

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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

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Patient Experience & Engagement

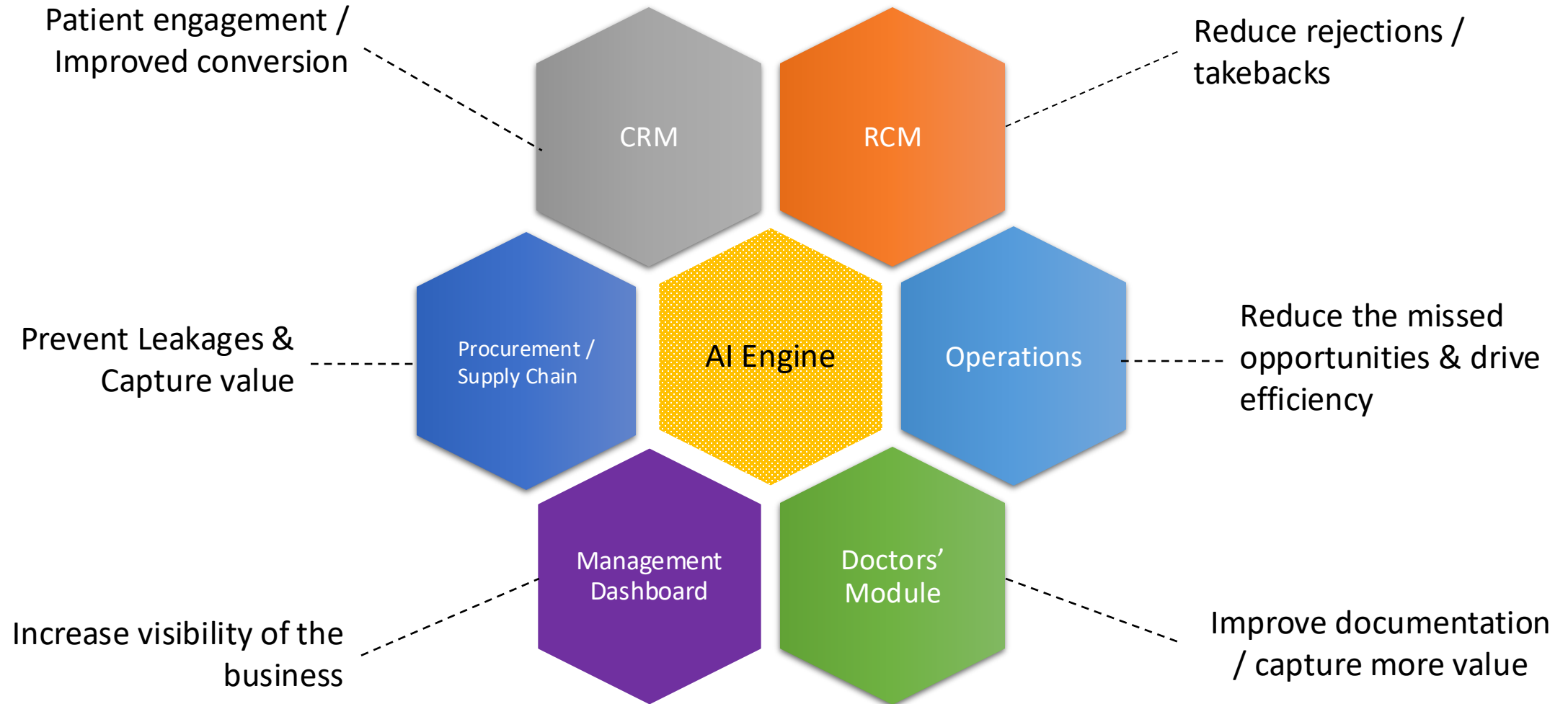
Patient engagement

- 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

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About the Product

Key Features

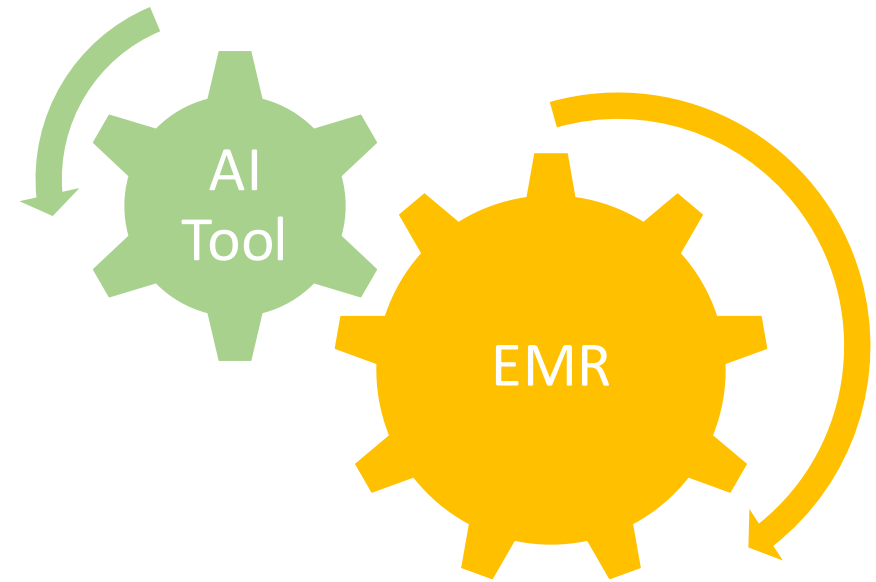


Scope for the product

- 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

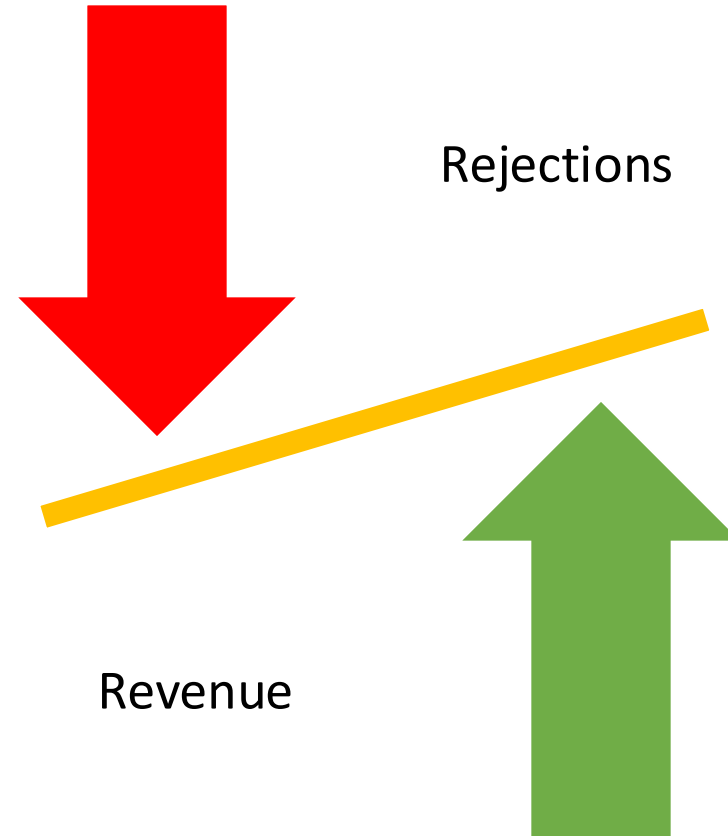
- Revenue AED 30 M
- Rejection: 4% (AED: 1.2 M)
- Insurance Audit / Take Back: AED 500K
- Lost Opportunity: AED ~ 2.1 M

How the AI tool can impact:

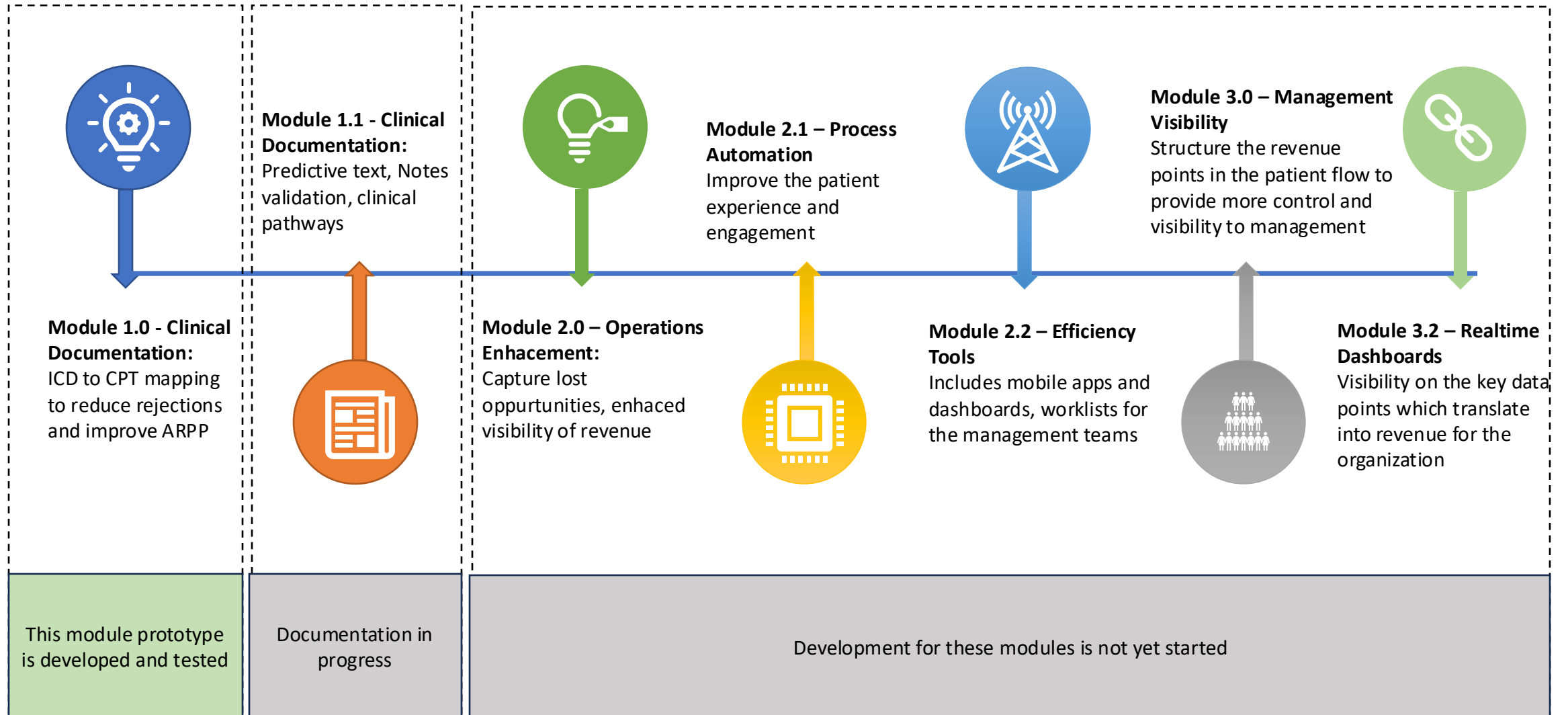
- Potential rejection reduction: AED 600K
- Drop in Take Back: AED 250K
- Opportunity Recovered: AED ~ 1.2 M
- Reduction in the Initial Rejection and thereby improving the cash flow

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



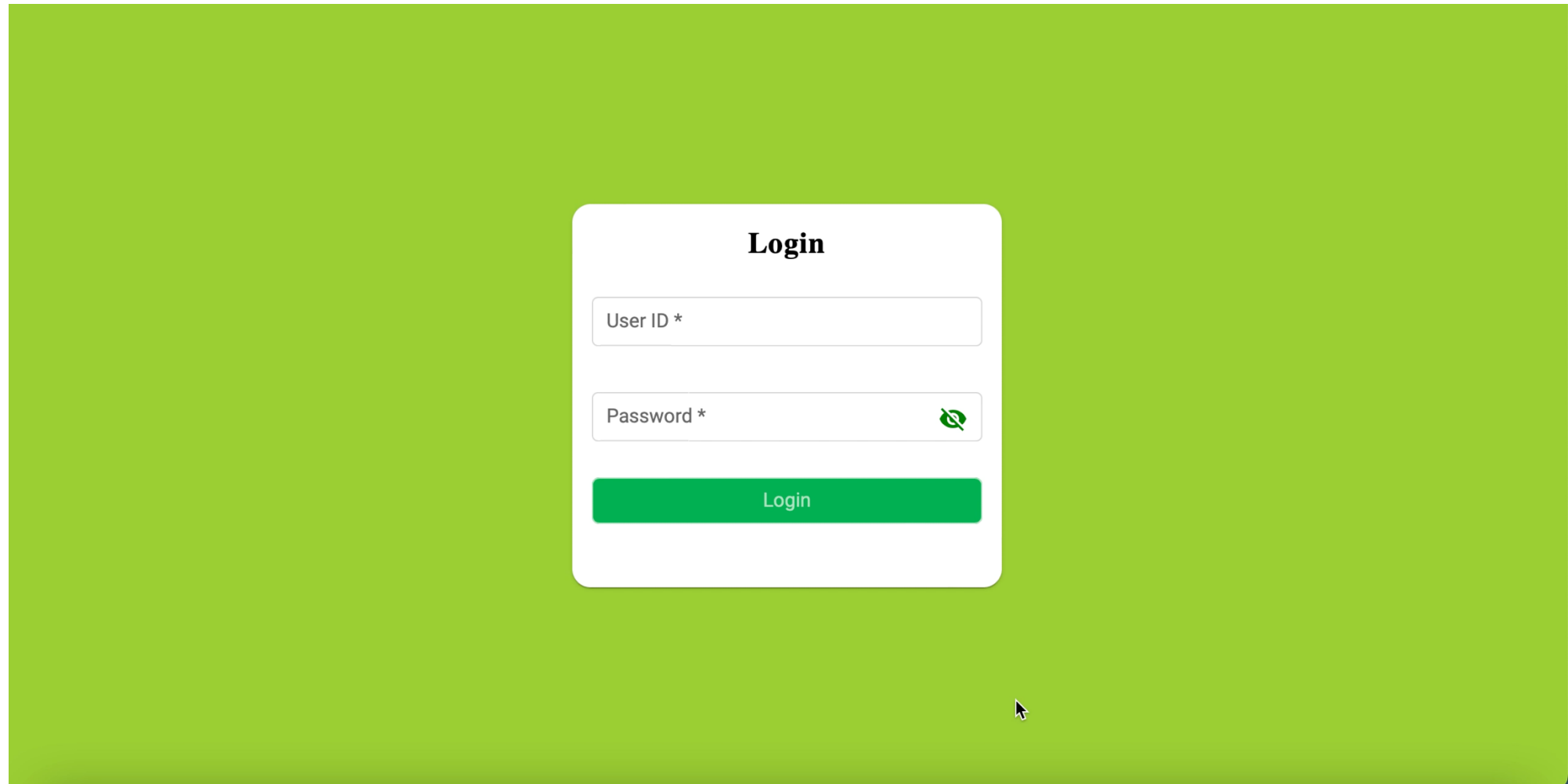
Product Development Milestones



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Use Cases


Case 1



A login form is centered on a solid green background. The form is a white rounded rectangle with a thin grey border. At the top of the form, the word "Login" is written in a bold, black, sans-serif font. Below the title, there are two input fields. The first field is labeled "User ID *" in a grey font and is empty. The second field is labeled "Password *" in a grey font and is also empty. To the right of the password field, there is a small green icon of an eye with a diagonal slash through it, indicating a toggle for password visibility. Below these two fields is a solid green button with the word "Login" written in white, centered on the button. A mouse cursor is visible at the bottom right of the green background area.

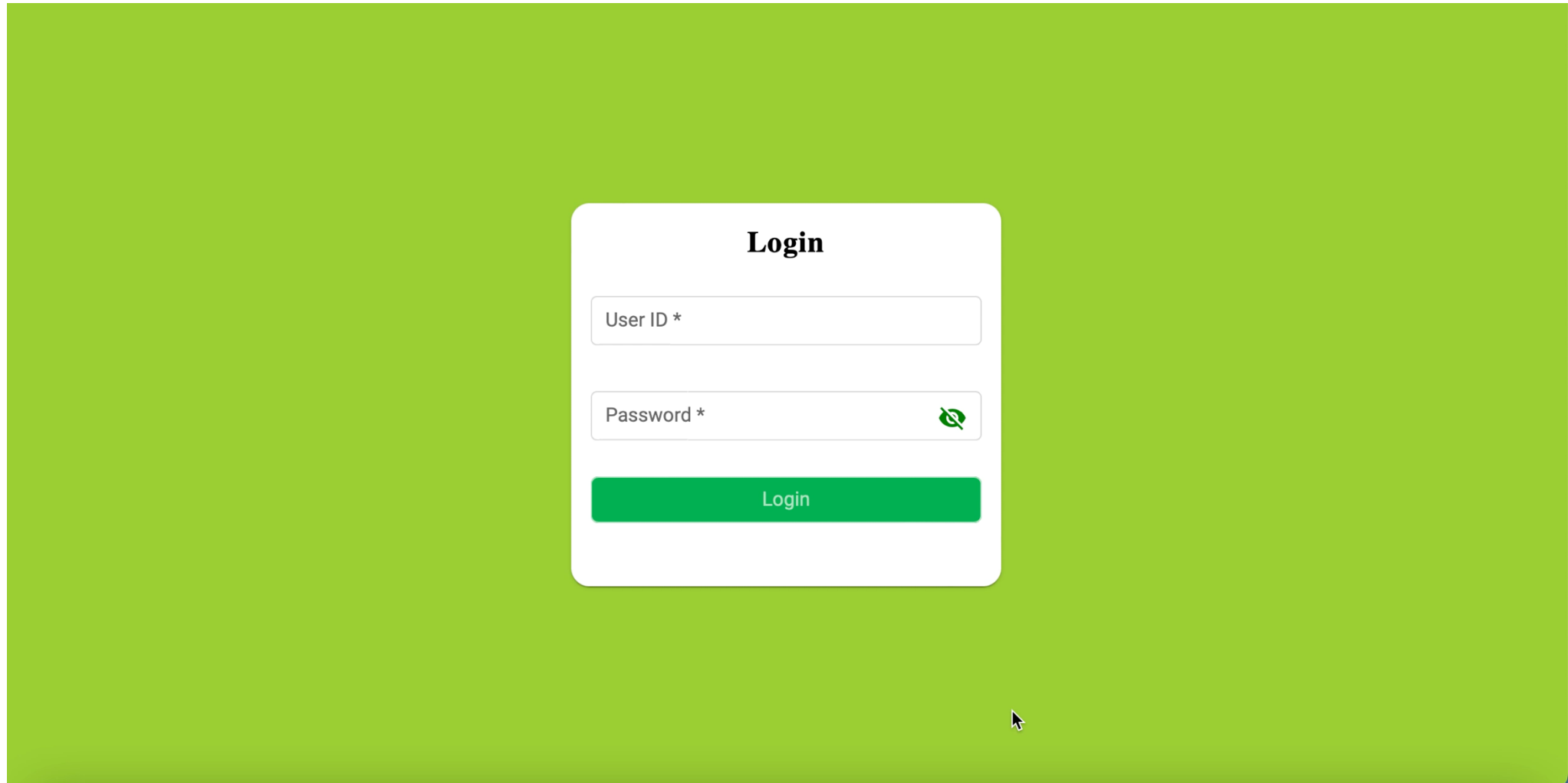
Login

User ID *

Password * 

Login


Case 2



A login form is centered on a solid green background. The form is a white rounded rectangle with a thin grey border. At the top of the form, the word "Login" is written in a bold, black, sans-serif font. Below the title, there are two input fields. The first field is labeled "User ID *" in a small, grey font. The second field is labeled "Password *" in a small, grey font and includes a green eye icon on its right side, indicating a password toggle. Below these fields is a solid green button with the word "Login" in white, sans-serif font. A small mouse cursor is visible at the bottom right of the green background area.

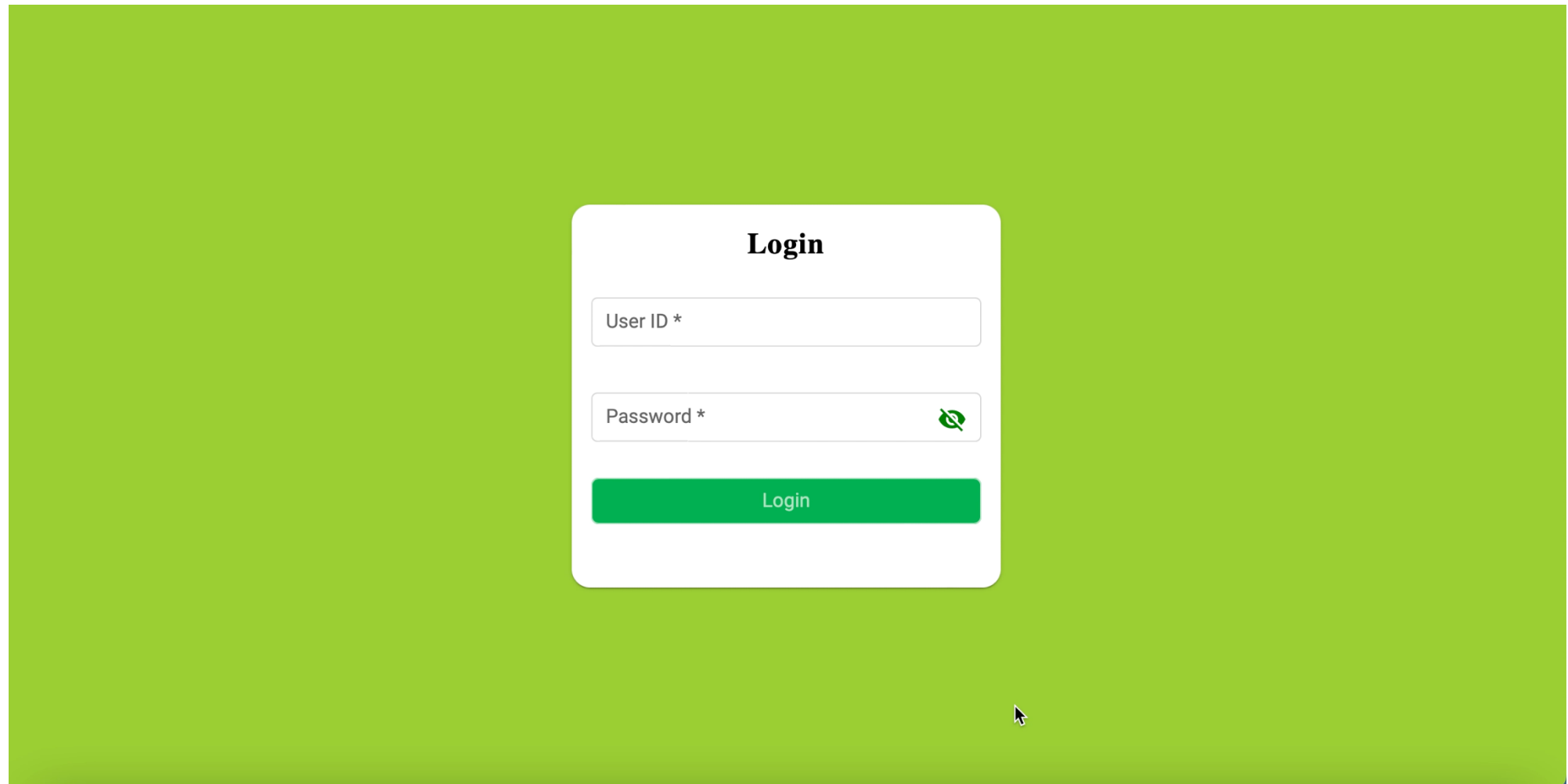
Login

User ID *

Password * 

Login


Case 3



A login form is centered on a solid green background. The form is a white rounded rectangle with a thin grey border. At the top of the form is the title "Login" in bold black text. Below the title are two input fields. The first field is labeled "User ID *" and is empty. The second field is labeled "Password *" and contains a small green eye icon on its right side, indicating a password toggle. Below these fields is a solid green button with the word "Login" in white text. A mouse cursor is visible at the bottom right of the green background area.

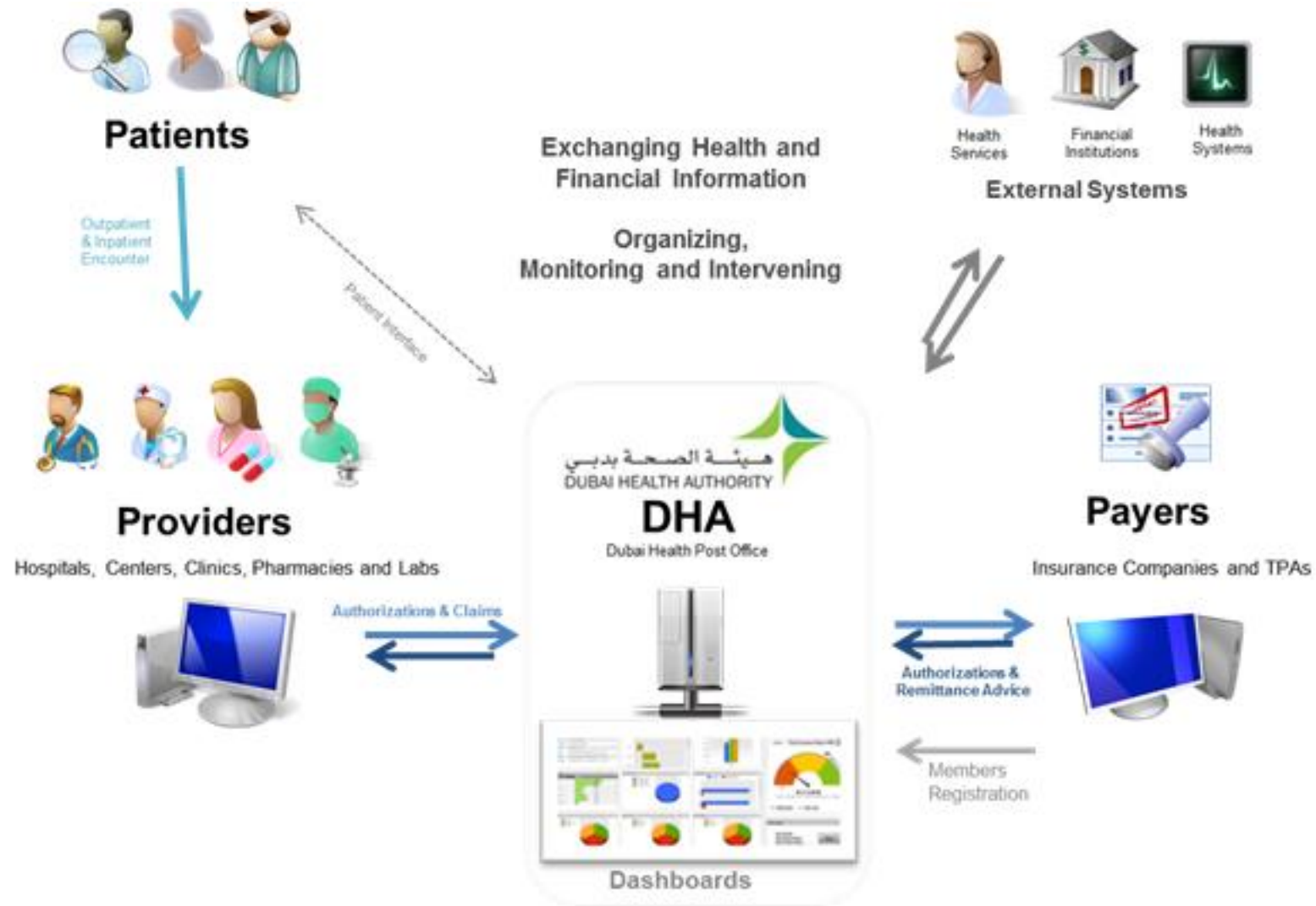
Login

User ID *

Password * 

Login

DHA Claims Process



High-level Schema

