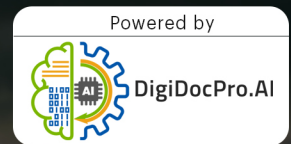


# MEDICAL BILL REVIEW

## AI - POWERED AUTOMATION

Automated medical bill review services in real-time as per **IRDAI / Insurance guidelines** for Health Insurers/ TPAs.



### PROBLEM STATEMENT

- Hospital Final Bill settlement is the most critical transaction in the claims and billing process for insurers which could lead to payment leakages
- Current process is manual, time consuming and inefficient
- Manual decisions, approval delays, lack of cost and coverage transparency are major issues



### WHAT IS THE COST OF NOT SOLVING PROBLEM?

#### Insurers/TPAs



- Payment leakage up to 5-10%
- Higher operational costs due to manual process

#### Hospitals



- Higher operational costs due to process inefficiencies
- Payment delays from Insurers up to 30 - 45 days

#### Patients



- Higher Out of Pocket expenses, Low satisfaction levels
- Increased time and cost due to discharge delays



### TURNING A COST INTO A REVENUE-SUPPORTING, LOYALTY-DRIVING, GROWTH OPPORTUNITY



#### BILLS & CLAIM DOCUMENTS



**Hospital Final Bill**  
(Summary & Itemized)



**Final Bill supporting Health Records**  
(Unstructured & Structured Formats)



Real-time Digitized



#### AI AUTOMATED PROCESSING



**Auto Data Extractions, Standardization & Classification**  
(Medical & Non-Medical)



**Auto Analysis of Branded Drug Formulary**  
(Generic Drug mapping)



Real-time Digital Reports



#### TRANSFORMATIONAL OUTCOMES



**Up to 10% Payment Leakage Detection**  
(Non Payables, Over-billed Items)



**Real-time Business Insights**  
(Data Driven decisions for Prevention opportunities)



**Happy Loyal Customers**  
(Less delays, High transparency on expenses)

See Next Page >



# AI-POWERED MEDICAL BILL SETTLEMENT TRANSFORMATION *for Insurers*

Near Real-Time Bill Settlement Decisions

Reduction in Operational Costs & Payment TAT

Reduced Payment Leakage up to 5-10%

Increased Cost Transparency & Payment Accuracy

## TRANSFORMATIONAL OUTCOMES

### KEY IMPACT

PAYMENT EFFICIENCIES



OPERATIONAL EFFICIENCIES



PATIENT EXPERIENCE



Overpayment Determination

Non-Medical Expense – Payable, Non-Payable Determination (Based on IRDA/Policy guidelines)

Medicine Overbilling Flagger

Bill Data Auto-Verification (Real-Time)

Final Bill – Auto Data Capture (Unstructured)

Final Bill – Automated Data Standardization & Codification (Drug data matching, Coding)

DigiDocProfi



## KEY BUSINESS BENEFITS

### Insurers/TPAs

- Maximizing Bill Processing Efficiency
- Near real-time decisions
- Consistency and transparency of decisions
- Evidence-based, data-driven bill payment decisions
- Improve underwriting process with bill data

### Hospitals

- Streamlined bill settlement operations
- Reduced operational costs
- Transparency in settlement decisions
- Improved Patient Satisfaction
- Reduce payment delays

### Patients

- Improved patient experience
- Reduced Out of Pocket expenses
- Significant reduction in discharge time
- Transparency in bill settlement costs

