Pay Predict AI™
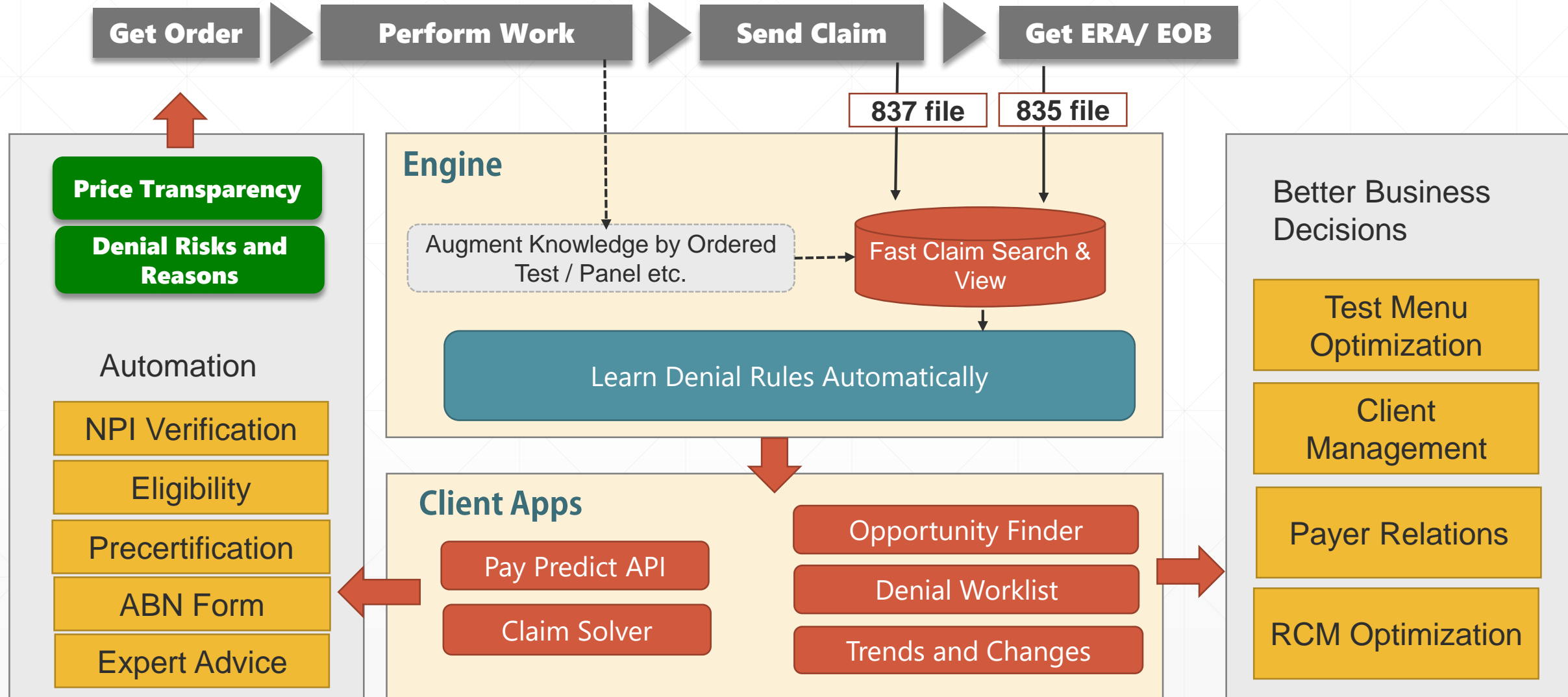
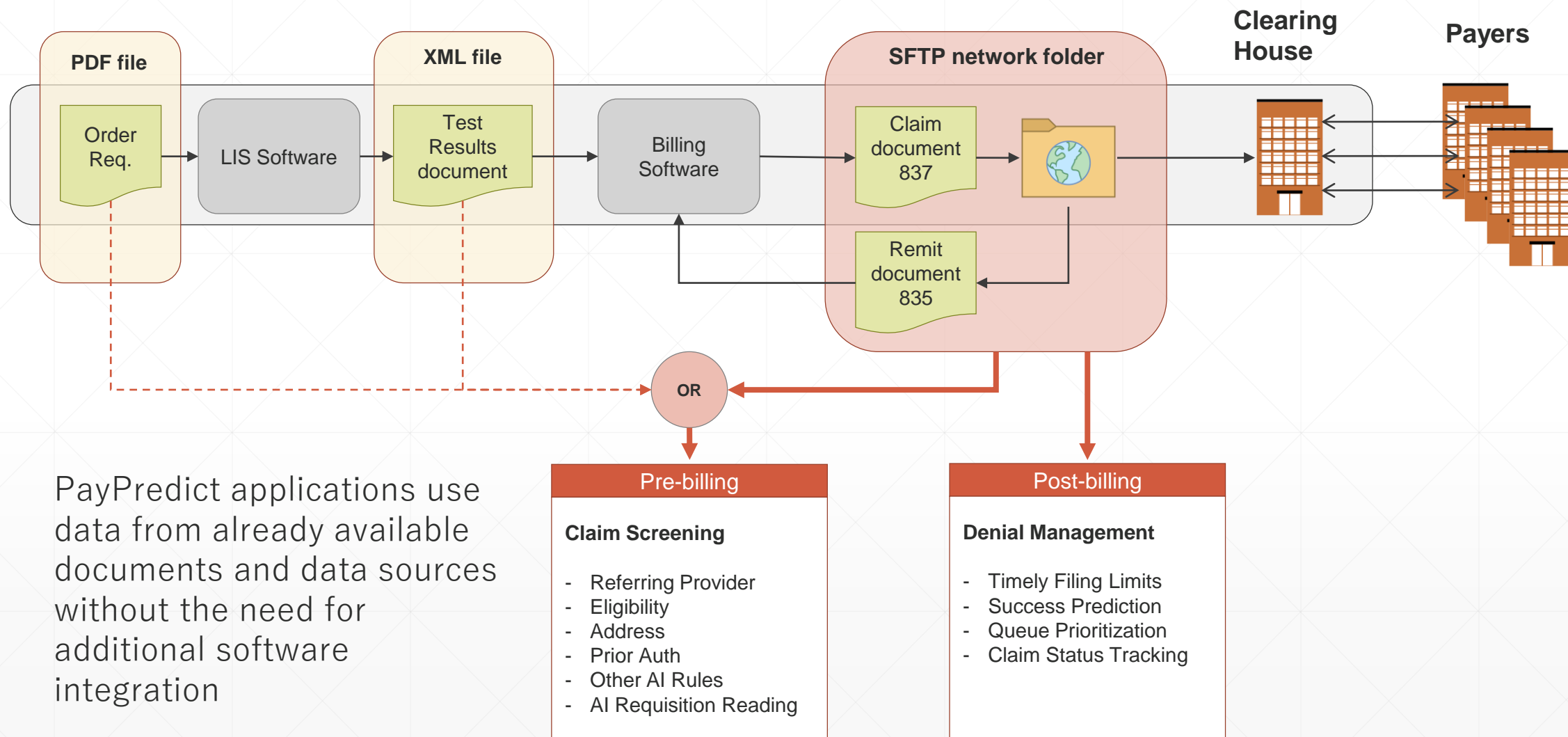## For Medical Service Providers

Predictive Analytics and Computer Intelligence for better payment collections
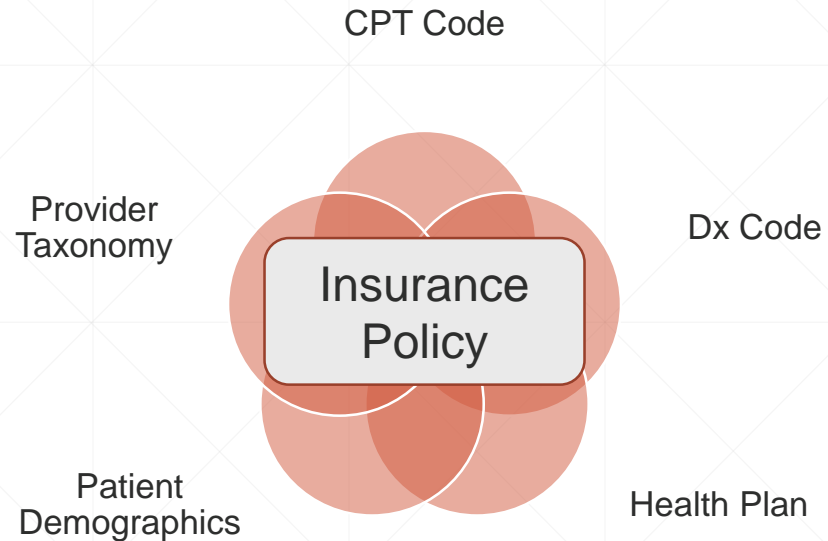
PINNACLE
SERVICES

PayPredict Solution Overview

Get Order ▶ **Perform Work** ▶ **Send Claim** ▶ **Get ERA/ EOB**

837 file   835 file

Engine

Price Transparency

Denial Risks and Reasons

Augment Knowledge by Ordered Test / Panel etc.

Fast Claim Search & View

Learn Denial Rules Automatically

Automation

NPI Verification

Eligibility

Precertification

ABN Form

Expert Advice

Client Apps

Pay Predict API

Claim Solver

Opportunity Finder

Denial Worklist

Trends and Changes

Better Business Decisions

Test Menu Optimization

Client Management

Payer Relations

RCM Optimization

RCM powered by AI

Working with existing software

PayPredict applications use data from already available documents and data sources without the need for additional software integration

Pre-billing

Claim Screening

- Referring Provider
- Eligibility
- Address
- Prior Auth
- Other AI Rules
- AI Requisition Reading

Post-billing

Denial Management

- Timely Filing Limits
- Success Prediction
- Queue Prioritization
- Claim Status Tracking

RCM powered by AI

Keeping up with the Rules

CPT Code

Provider
Taxonomy

Dx Code

**Insurance
Policy**

Patient
Demographics

Health Plan

- Over 1000 payers across the country, each with different plans and policies
- 16 Common Payment Plans
- 8000+ Dx Codes
- Over 800 CPT codes relevant to diagnostic lab business

Over 12,000,000 payment rules!

Unlike other medical providers, diagnostic lab is low price, high volume business with $20 average economic value of a test. The usual "high-touch" billing and collection process of other medical service providers is not cost effective for diagnostic lab.

Solution:

PayPredict learning engine learns all the rules automatically and updates knowledge every week

RCM powered by AI

Keeping up with the Rules
Opportunity Finder App

Opportunity Finder (Demo Data)   ▦ Explorer   ✦ Recommendations   Powered by PayPredict Engine

Select Dimension:

CPT Code ▼

← Back   → View Details

Reset

Trend: Number of CPT Codes

Trend: CPT Pay Ratio

Download Data

Instructions

To Navigate:

- Select first dimension
- Click "View Details" button
- Select Item from the table
- Choose Next dimension
- Click "View Details" button

Denial Reason: ( )

Adj Reason	Description	Num CPT Codes	Num Proc	Allowed	Ins Pay	Deductable	Avg Other PR	Pay Ratio	Avg Cpt Val	Opportunity
All	All	All	All	All	All	All	All	All	All	All
96	Non-covered charge(s)	99391	95130							$2,994,651.00
4	The procedure code is inconsistent with the modifier used or a required modifier is missing	81848	81820							$2,466,080.00
11	The diagnosis is inconsistent with the procedure	56464	47819							$1,701,260.00
8	The procedure code is inconsistent with the provider type/specialty (taxonomy)	31850	27991							$959,640.00
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication	31198	29849							$939,996.00
242	Services not provided by network/primary care providers	28524	26289							$859,428.00
29	The time limit for filing has expired	27559	21845							$830,353.00
50	These are non-covered services because this is not deemed a 'medical necessity' by the payer	21503	19172							$647,885.00
197	Precertification/authorization/notification absent	20875	19350							$628,964.00
204	This service/equipment/drug is not covered under the patient current benefit plan	18706	17525							$563,612.00
109	Claim/service not covered by this payer/contractor	14514	14046							$437,307.00
252	An attachment/other documentation is required to adjudicate this claim/service	13666	13383							$411,757.00
119	Benefit maximum for this time period or occurrence has been reached	12986	12630							$391,268.00
181	Procedure code was invalid on the date of service	12687	10426							$382,259.00
31	Patient cannot be identified as our insured	11704	11682							$352,642.00

Showing 1 to 15 of 134 entries

Previous   1   2   3   4   5   ...   9   Next

AI

Denial follow up prioritization
Denial Worklist

Denial Worklist

Number of days before TFL: [1d] [15d] ... [90d]
1 10 19 28 37 46 55 64 73 82 90

Showing 1 to 10 of 55 entries

Denial	Payer	Number Claims	Estimated Value	Success
All	All	All	All	All
Claim/service lacks information or has submission/billing error(s) which is needed for adjudication. Missing/incomplete/invalid ordering provider name.	Novitas Solutions Inc	8	$643.28	100%
Claim/service lacks information or has submission/billing error(s) which is needed for adjudication. The original claim has been processed, submit a corrected claim.	Wellmed Networks Inc	1	$128.54	100%
Claim/service lacks information or has submission/billing error(s) which is needed for adjudication. Missing/incomplete/invalid referring provider primary identifier.	Texas Medicaid/healthcare Services	1	$39.81	100%
An attachment/other documentation is required to adjudicate this claim/service. The number of Days or Units of Service exceeds our acceptable maximum.	United Healthcare Insurance Company	1	$1,956.30	90%
An attachment/other documentation is required to adjudicate this claim/service. Missing patient medical record for this service.	Bluecross Blueshield Of Texas	4	$1,721.91	90%
Claim/service lacks information or has submission/billing error(s) which is needed for adjudication. Missing/incomplete/invalid patient identifier.	Novitas Solutions Inc	9	$1,019.50	90%
Claim/service lacks information or has submission/billing error(s) which is needed for adjudication. Missing/incomplete/invalid entitlement number or name shown on the claim.	Novitas Solutions Inc	9	$895.98	90%
Claim/service lacks information or has submission/billing error(s) which is needed for adjudication. Your claim contains incomplete and/or invalid information, and no appeal rights are afforded because the claim is unprocessable.	Palmetto Gba - Railroad Medicare	1	$140.08	90%
Claim/service lacks information or has submission/billing error(s) which is needed for adjudication. Missing/Incomplete/Invalid prior Insurance Carrier(s) EOB.	Bluecross Blueshield Of Texas	2	$106.94	90%
An attachment/other documentation is required to adjudicate this claim/service. Secondary payment cannot be considered without the identity of or payment information from the primary payer.	Texas Medicaid/healthcare Services	1	$52.44	90%

Show [10 ▼] entries

Previous 1 2 3 4 5 6 Next

Remit List

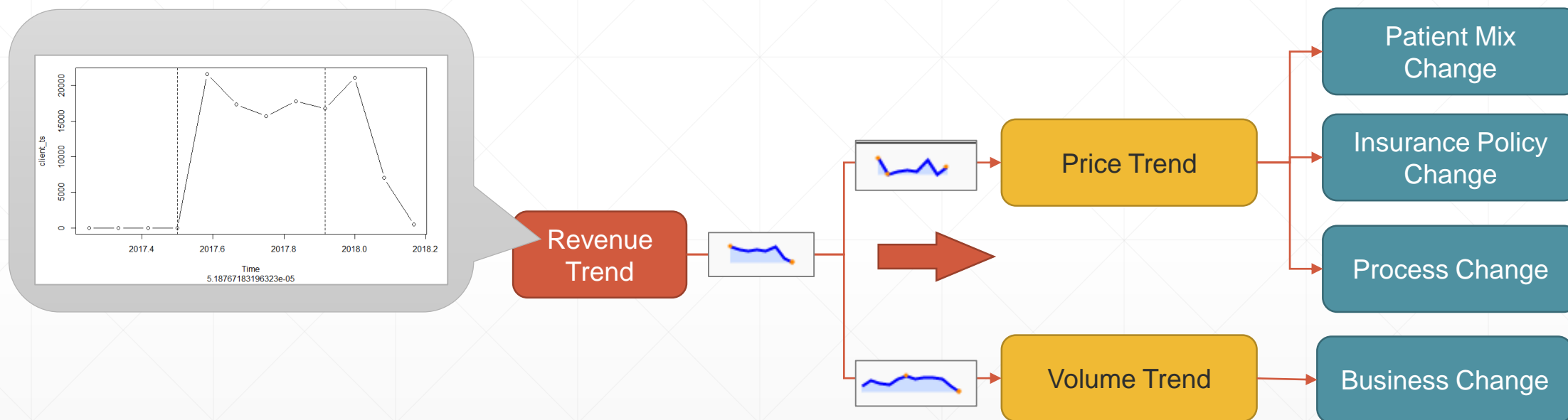| Claim	Estimated Value	Adj Date	Deadline
All	All	All	All
52962C58067	$70.00	2018-05-23	2018-09-20
53042C57979	$70.00	2018-05-23	2018-09-20
53043C57969	$70.00	2018-05-23	2018-09-20
51731C58983	$70.00	2018-05-24	2018-09-21
52136C58945	$70.00	2018-05-24	2018-09-21
45535C60573	$41.59	2018-05-30	2018-09-27
55918C61954	$140.10	2018-06-02	2018-09-30
54906C61968	$111.59	2018-06-02	2018-09-30

Download List   2018-09-17

Early Trend Spotting

- Claim Adjudication can take a month or more
- Client test volumes deviate month to month
- Business is cyclical (dips on holidays)

It may take many months to notice revenue trend change for specific client

Revenue Trend → Price Trend → Patient Mix Change / Insurance Policy Change / Process Change

Volume Trend → Business Change

Solution:

PayPredict detects trends and change points early, and helps isolate and analyze the reasons for change

Early Trend Spotting
Trends and Changes App

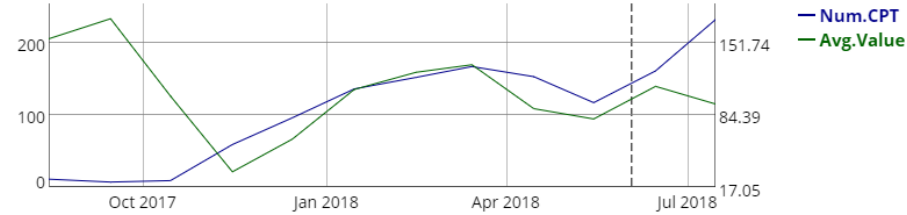**Top 40 Recent Client Trend Changes**

Search: [_____]

ID	Physician Name	Volume Trend	Value Trend	Change Type	Change Point	Monthly Impact
1285993535	Kellie Reed			Drop	Mar 2018	-$4,365
1407173230	Ryan Pham			Gain	Jun 2018	$4,309
1447406400	Lauren Campbell			Gain	Jul 2018	$4,293
1174663835	Adam Mamelak			Gain	Jul 2018	$4,027
1396060794	Angie Koriakos			Gain	Apr 2018	$3,972
1154587830	Seema Daulat			Gain	Jul 2018	$3,858
1164703393	Celia Vaclavik			Gain	Jul 2018	$3,770
1780681171	Leigh Eubanks			Gain	Jul 2018	$3,747
1619172202	Vicki Carr			Gain	Jul 2018	$3,657
1760454060	Stephen Miller			Gain	Jul 2018	$3,582
1376767319	Katherine Cecil			Gain	Jan 2018	$3,411
1417158833	Kien Tran			Gain	Jul 2018	$3,293
1386696904	Alpesh Desai			Gain	Jun 2018	$3,241
1801039722	Kelly Conner			Gain	Jun 2018	$3,139
1780846667	Roya Ghorsriz			Gain	Jun 2018	$3,059
1366703118	Mui Lee			Gain	Jul 2018	$2,957
1437592151	Theresa Vo			Gain	Jun 2018	$2,947
1477544211	Beverly Held			Gain	Jul 2018	$2,945
1205827532	Jean-Denis Boucher			Gain	Jul 2018	$2,941
1982863510	Julie Jackson			Drop	Jul 2018	-$2,931

Details for: 1407173230 - Ryan Pham

○ CPT Codes   ○ Denial Reasons   ○ Insurance Payers

CPT Volume and Value Trend

— Num.CPT
— Avg.Value

CPT Payment Details

Search: [_____]

CPT	Description	Num CPT	Num Proc	Num Paid	Pay Rate	Avg CPT Val	Volume Trend	Value Trend
88305	Tissue exam by pathologist	924	430	393	91.4%	$103.91		
88342	Immunohisto antibody slide	168	74	64	86.5%	$108.50		
88304	Tissue exam by pathologist	114	53	50	94.3%	$59.52		
88312	Special stains group 1	25	11	9	81.8%	$141.41		
88341	Immunohisto antb addl slide	23	9	7	77.8%	$132.19		
88344	Immunohisto antibody slide	23	8	8	100.0%	$230.33		
G9428	Rpt PT cat and pT1	10	5	0	0.0%	$0.00		
88313	Special stains group 2	4	2	1	50.0%	$31.71		
88311	Decalcify tissue	3	2	1	50.0%	$10.06		
88364	Insitu hybridization (fish)	3	1	1	100.0%	$91.37		

Showing 1 to 10 of 11 entries

Previous 1 2 Next

RCM powered by AI

Proactive Denial Management
Claim Solver App

Worklist

☑ Show only fixed items   Archive All   History   Subscribe

Date	Accession	Claim	NPI	Eligibility	Address	Expert
	SD17-071486	SD7G052083	✅	⚠️	✅	⚠️
	SD17-072640	SD7G052585	✅	⚠️	❗	⚠️
	SD17-072664	SD7G052587	⚠️	✅	⚠️	❗

Worklist of predicted denials

Automated validation points

Claim Assistant

Some problems are solved automatically by calling third-party API

Issues:

Accession	Claim ID
SD17-071486	SD7G052083

Physician NPI

Status	NPI	First Name	Last Name
PASS	1962524371	AnyFirstName	AnyLastName

Edit

Patient Eligibility

Status	Insurance
Failed	12345 MEDICARE B-TX: NOVITAS SOLUTIONS

Claim Assistant API provides human expert advise , collected from the industry experts and codified into rulesets

Edit

Patient Address

Status	Address 1	Address 2	ZIP	City	State
PASS	Any Address		77406	RICHMOND	TX

Edit

Expert Advice

Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

RCM powered by AI

Standard Application Set

Opportunity Finder
Quickly explore denials and find revenue improvement opportunities

Drill-down Dimensions

Denial Reason | Cpt Code | Payer

Dx Code | And more

Measures

Payment / Denial Ratio | CPT Value

Improvement Opportunity

Download selected view as .csv file

Open Application

Denial Worklist
Prioritize payment denial worklist to get maximum return on effort and stay within timely filing limits.

Key Features

Timely Filing Limits | Success Rate

Estimate Claim Value

Productivity

Instant claim View | Sort and filter

Download list

Open Application

Trends and Changes
Explore revenue trends, predict future revenues and detect trend changes for client accounts

Intelligent Revenue Dashboard

Billed Work | Unbilled Work | No EOB

Denials

Top 40 Trend Changes List

Client | Volume Trend | Value Trend

Change Point | Revenue Impact

Open Application

Claims with No Response
View claims without payer response

Filters

Submission Date | Payer Name Match

Open Application

Key Performance Indicators
KPI Dashboard. Analytics reports with Google Data Studio

Reports

Billing Lag | Denials by Category

Open Application

Payment Predictions
Predict probability of payment and denial reasons for service at the time of order

Results

Expected Pay | Denial Risk

Denial Reason

Open Application

PINNACLE
S E R V I C E S

www.pinnacleservice.co

"Out of the Box" Apps and Services

- Denial Analysis Data App
- Trend Analysis Data App
- No EOB claims
- Pay Predict API / Web Interface
- Claim Navigator
- KPI Dashboards (Google Data Studio)
- "Data Sharing Club" peer comparison

Custom Options

Require integration / development / consulting work

- Claim Solver
- Aggregation by Test / Panel
- Aggregation by Client
- Workflow Integration
- Automatic Precertification (Prior Auth)

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