



ARTIFICIAL INTELLIGENCE & IMAGE ANALYSIS

**Automate the Data Capture & Indexing  
of Explanation of Benefits (EOB)**

Simple Point-and-Click: Quick and Interactive Data Extraction on  
Full EOB Images and Snippets, Including Headers and Footers

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In the healthcare industry, payors face challenges when it comes to streamlining revenue cycle management and adhering to the timely needs of physicians and patients. When patient data is handled accurately and efficiently, revenue cycles are expedited, costs appropriately allocated, and healthcare can be streamlined through to the very care patients receive.

Documents like Explanation of Benefits (EOB) present a great challenge and typically cause backlogs due to their complexity, leading to money and resources spent with little return. Each data-point on an EOB contains critical information and is typically in a list, or columnar layout, accompanied by payments that require immediate reconciliation to ensure an efficient revenue cycle. Data from these columnar fields must be entered into a processing solution to ensure accurate record keeping and to determine if a payment has been made in full, if the claim can be closed, or if it requires resubmission. However, because of the intricate layout of this information, much of this work is performed by hand.

It has become increasingly important to manage RCM (revenue cycle management) documentation, as imposed government regulations like HIPAA have placed an emphasis on the need to streamline all health information processes. Using technology to automate the capture and indexing of these documents allows providers to not only obtain meaningful use, but also allow for expedited payments.

Manual keying and sorting of critical healthcare data is costly, time-consuming, and has a negative impact on the payment cycle. To speed the processing of complex EOB data, payors must implement a solution that automates the workflow, significantly removing manual interaction and document handling.

A2iA is the worldwide leading developer of handwritten and machine printed text recognition, information extraction and intelligent document classification technology, adept in lifting and indexing critical data from complex healthcare documents ranging from handwritten doctor's notes to **Explanation of Benefits, to the associated payments and billing statements**. Award-winning, proven, and named a trend-setting product for three consecutive years by a leading industry publication, A2iA delivers results for meaningful use and compliance, as well as increased back-end productivity, all while maintaining patient confidentiality and privacy.



## Point-and-Click: Quick and Interactive Data Extraction

*Streamlining your Revenue Cycle Management solution can seem overwhelming. By removing hidden costs and speeding data capture, you empower your performance from front- to back-end.*

**Point-and-Click Data Capture.** Although many payors submit EOBs electronically, paper-based claims are still very much a part of the workflow, putting a strain on resources and incurring costs because of their complex, columnar structure. *A2iA DocumentReader's* point-and-click data capture significantly reduces manual labor, allowing employees to concentrate on other priorities, removing hidden costs, and allowing data to be automatically incorporated into the IT system like related accounting and billing applications.

With its simple functionality, users perform quick and interactive data extraction on full-columns of alpha-, numeric, and alpha-numeric fields, from full pages and snippets, headers and footers. Capture information like identification numbers, diagnostic codes, denial codes, explanations, and dates, removing a significant portion of manual keying from the process, and allowing for on-the-spot verification.

**Speed Access to Information.** With the ability to interface with IT systems such as remittance processing systems, computer assisted coding (CAC) applications, electronic medical records (EMR) / electronic health records (EHR) / practice management solutions, and even your Customer Relationship Management (CRM) database, A2iA allows for an automatic data exchange and faster access to patient data, with a significantly reduced level of manual data-entry.

By allowing even more complex documents to enter the workflow faster, regardless of whether the documents are processed at the corporate level or at a third-party outsourcing firm, backlogs are reduced and payors, providers and patients see the benefits.

### Benefits

A2iA's **simple point-and-click** functionality reduces, and in some cases even eliminates, manual data-entry and document indexing.

- **Increase Efficiencies.** Quickly lift and index complex columnar data from full EOB images and snippets, including headers and footers.
- **Reduce Errors & Risk.** Ensure enhanced privacy and improved accuracy with minimal document handling.
- **Save Time & Money.** Reduce backlog by processing more, faster, with less resources and a lower overhead.



# What's Your Competitive Advantage?

*Speed Data Capture. Automatically Index. Maintain Patient Privacy. Generate Meaningful Use.*

**Automatically Index. Speed Document Retrieval.** Continue to streamline the EOB workflow by automatically indexing the information based on user-defined fields such as provider codes, patient identification numbers, or names. Speed document retrieval and automatically route data to the correct workflow, including the associated payments and related documentation.

**Increase Patient Privacy.** HIPAA regulations place an emphasis on accurate record keeping, including billing information and claims. Capture information from snippets as well as full EOB images, including headers and footers, and automatically identify fields or keywords to redact – further protecting patient privacy. Maintain confidentiality by reducing, and in some cases even eliminating, manual document handling.

**Remove Hidden Costs. Maximize Revenue Gains.** Improve the privacy of patient health information by integrating A2iA's advanced technology into your RCM solution. Proven to yield tremendous cost savings that ultimately create enormous productivity gains with fewer resources, A2iA creates a competitive advantage for the user and maximizes revenue gains.

The screenshot displays the A2iA DocumentKeyer application window. The main window title is "A2iA DocumentKeyer - C:\A2iA\DEMO\_TRAINING\DocumentKeyer\Configuration\Demo\HealthCare\Starting\_Images.xml". The interface includes a menu bar (File, Image, Document, Table, Recognition, Help) and a toolbar. The primary data area is a table with the following columns: SERVICE CODE, NUM SVCS, SUBMITTED CHARGES, ALLOWABLE AMOUNT, and COPAY AMOUNT. The table lists 13 rows of charges, with a total of 19402.75 in submitted charges and 775.00 in copay amounts. To the right of the table, there is a preview of an "EXPLANATION OF BENEFITS" document from "MCCOY Insurance". Below the main table, there is a secondary table with columns: SERVICE CODE, NUMSVCS, SUBMITTEDCHARGES, COPAYAMOUNT, PATIENTRESP, and PAYABLEAMOUNT. This table shows the same 13 rows of charges, but with a total payable amount of 18627.75. The status bar at the bottom indicates "Doc 1/1", "CollectionPage 1", and "Zoom 35%".

SERVICE CODE	NUM SVCS	SUBMITTED CHARGES	ALLOWABLE AMOUNT	COPAY AMOUNT
854646	1	650.00		50.00
256893	1	150.00		25.00
129875	1	875.00		50.00
965788	1	632.25		50.00
235694	1	145.00		50.00
125479	2	550.00		50.00
896542	1	1200.00		100.00
326982	1	5000.00		100.00
124785	1	650.50		100.00
968751	2	850.00		50.00
223658	1	8500.00		100.00
987354	1	200.00		50.00
		19402.75		775.00

SERVICE CODE	NUMSVCS	SUBMITTEDCHARGES	COPAYAMOUNT	PATIENTRESP	PAYABLEAMOUNT
854646		650.00	50.00		600.00
256893		150.00	25.00		125.00
129875		875.00	50.00		825.00
965788		632.25	50.00		582.25
235694		145.00	50.00		95.00
125479		550.00	50.00		500.00
896542		1200.00	100.00		1100.00
326982		5000.00	100.00		4900.00
124785		650.50	100.00		550.50
968751		850.00	50.00		800.00
223658		8500.00	100.00		8400.00
987354		200.00	50.00		150.00
		19402.75	775.00	0.00	18627.75