



Industry Paper  
A2iA's Explanation of Benefits (EOBs)



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

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. It has been reported that between 5 and 15 percent of a coders time is currently spent reading health information, and 50 percent of a record clerk's time is spent looking for information.

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.

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.



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.

SERVICE CODE	NUM SVCS	SUBMITTED CHARGES	ALLOWABLE AMOUNT	COPAY AMOUNT	PAT RE
354646	1	650.00		50.00	15
256893	1	150.00		25.00	25
129875	1	875.00		50.00	
965788	1	632.25		50.00	
235694	1	145.00		50.00	
125479	2	550.00		50.00	
396542	1	1200.00		100.00	25
326982	1	5000.00		100.00	25
124785	1	650.50		100.00	
968751	2	850.00		50.00	
223658	1	8500.00		100.00	

  

SERVICE DATE	PL	SERVICE CODE	NUM SVCS	SUBMITTED CHARGES	ALLOWABLE AMOUNT	COPAY AMOUNT	PATIENT RESP	PAYABLE AMOUNT
1/24/2008	15	814646	1	650.00	650.00	50.00	15.75	600.00
1/24/2008	15	256893	1	150.00	150.00	25.00	25.00	125.00
1/18/2008	15	129875	1	875.00	875.00	50.00		825.00
1/20/2008	15	965788	1	632.25	632.25	50.00		582.25
1/20/2008	23	235694	1	145.00	145.00	50.00		95.00
3/19/2009	18	125479	2	550.00	550.00	50.00		500.00
3/12/2009	94	396542	1	1200.00	1200.00	100.00	25.16	1100.00
3/30/2009	71	326982	1	5000.00	5000.00	100.00	25.16	4900.00
3/12/2009	15	124785	1	650.50	650.50	100.00		550.50
3/4/2009	12	968751	2	850.00	850.00	50.00		800.00
3/4/2009	18	223658	1	8500.00	8500.00	100.00		8400.00
3/4/2009	15	857254	1	250.00	250.00	50.00	15.75	200.00
				14250.75	14250.75	770.00	65.82	13520.00