

## How do AI agents relieve your billing team from time-intensive administrative work?

If you struggle with the effort it takes to resolve exception-based and denied claims, you are not alone. The volume and magnitude of phone calls, faxes, portal queries and unnecessary EDI transactions is truly staggering.

What if there were a less costly, more efficient way to do this that complements your existing billing systems and clearinghouse solutions while offering a greater amount of data and full transparency?

### Introducing Billing AI from Outbound AI

**Our billing AI is purpose-built to expand your capacity, enhance productivity and maximize collections while elevating the daily job experience for your team members.**

With billing AI from Outbound AI, you can “hire” AI agents to perform claims follow-up work for you, allowing your team members to be more effective in prioritizing tasks, more strategic in the claims they give their attention, and better equipped to handle a larger workload.

AI agents are available 24/7/365. They scale on demand to meet fluctuating volumes and operate at four to five times the pace of their human counterparts, making them 80% less costly on average. Implementation is fast and easy, with out-of-the-box support for most major payers.

### Capitalize on using AI virtual agents for the most burdensome, repetitive tasks:

<b>Retrieve enhanced claim status data</b>	<b>Obtain EOB statements via fax</b>	<b>Verify eligibility and benefits</b>	<b>Assist with calling payers, waiting on hold</b>
<ul style="list-style-type: none"> <li>● up to three</li> <li>● times more data</li> <li>● than 277 EDI</li> <li>● (depending on</li> <li>● payer/claim)</li> </ul>	<ul style="list-style-type: none"> <li>● full PDFs plus</li> <li>● extras such as</li> <li>● payer-specific</li> <li>● remarks and</li> <li>● reasons</li> </ul>	<ul style="list-style-type: none"> <li>● especially</li> <li>● valuable when</li> <li>● EBV is identified</li> <li>● as a reason for</li> <li>● claim denial</li> </ul>	<ul style="list-style-type: none"> <li>● productivity and</li> <li>● morale boost by</li> <li>● eliminating call</li> <li>● initiation and</li> <li>● hold times</li> </ul>

As a value-add, AI agents will always:

✓ Take comprehensive notes and author narrative summaries of every transaction

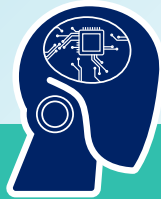
✓ Record and transcribe all calls to payers

## Claims Work Console

The Claims Work Console provides a streamlined software interface for team members to easily access all claims data, notes, narrative summaries, audio recordings and call transcripts resulting from the work of AI virtual agents.

Additionally, supervisors may access robust performance, productivity and utilization metrics.

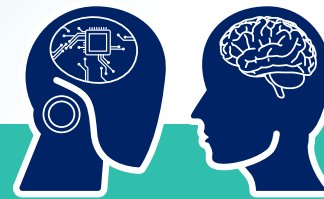
Two operating modules offer you full control and oversight of AI agents:



### Batch Processing Module

**AI agents function autonomously to support batches of outstanding claims**

- ideally suited to early stage claims and any sort of initial backlog
- incorporates automated pre-processing data validation and remediation
- you may task AI agents to retrieve enhanced claim statuses and obtain EOBs
- results are populated directly to the Claims Work Console (at the individual claim level) for access by team members; also delivered in aggregate via CSV file, allowing for supervisor analysis and work queue optimization



### Agent Communications Module

**AI agents take instruction from your team members via software prompts**

- ideally suited to later stage and denied claims that require live conversations with payers or more in-depth evaluation
- team members may activate a multi-tasking workflow wherein (concurrently):
  - (A) an AI agent initiates a call for a specific claim, waits on hold, then alerts when a payer rep is on the line
  - (B) fellow AI agents retrieve enhanced claim statuses, obtain EOBs and verify eligibility & benefits for other selected claims