



**SYTRUE**  
Data Driven Healthcare

# NLP is Driving Payer Efficiencies... But Not All Solutions Are **Equal**

**Payers are starting to move their outsourced payment integrity programs in-house** in an effort to reduce spend, improve cost-effectiveness and control results. Clinical Natural Language Processing (NLP) solutions can drive these efforts forward - but not all solutions are built the same. Depending on your goals, bandwidth, expertise and budget, choosing the right solution can be the difference between a long-term successful program or a costly setback.

As organizations seek to improve finances and operational efficiencies, payers are realizing the impact of unstructured data and the potential that NLP solutions offer. According to Market Insight Reports, the global market for NLP in healthcare and life sciences was valued approximately at \$1.5 billion in 2020 and is anticipated to increase at a compound annual growth rate of 19% between 2021 and 2027.



## Your Solution for **Payment Integrity**

SyTrue's innovative clinical Natural Language Processing (NLP) Operating System SyAudit™ synthesizes, normalizes and transforms unstructured clinical data into a strategic enterprise-wide digital asset that catalyzes informed decision-making for payment integrity. Reclaim hours of time spent doing manual record reviews.

SyTrue is trusted by top-tier health plans who have leveraged SyAudit™ to process more than 10 billion health records, yielding insights that lead to increased efficiencies and improvements in financial performance.



**SyAudit™**



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Microsoft Partner

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## Payers evaluating their clinical NLP options should include these key considerations in their selection process:

**Time to Implement:** Understanding your project goals and timeline will help you narrow down an NLP vendor who can meet those demands. Projects and new endeavors have some fluidity and SyTrue will work with you to generate a project plan which can be delivered in your time frame. We've previously onboarded new clients in as little as 15 days to live.

**Clinical Context:** SyAudit accurately interprets context when analyzing data. By considering the audit type, record, document and section that an extraction is coming from, you avoid confusion and errors.

**Platform Analytics:** Understanding how your reviewers are performing is key to measuring success. Analytics around performance from the user level, department level, and user population will help you identify review types that could benefit from a more precise rule framework.

**Volume and Scalability:** Medical records can be tens of thousands of pages long. Because it is expensive to have your clinical reviewers waste time waiting for documents to process, it is critical to look for a solution that scales with your document volume requirements.

**Domain Expertise:** Few payers have the financial and technical resources to customize off-the-shelf NLP solutions to fit the complex needs of their organizations. SyTrue has deep domain expertise and offers relevant use-case-ready solutions and the services of data scientists and clinical experts. Payers can more rapidly gain efficiencies from their NLP solution and realize a positive return on investment.

**Invested in Your Growth:** Clinical NLP is an engine that drives many different solutions. SyTrue understands your business needs and will not only empower you with tools, but be an educator and sounding board for future growth initiatives.

By partnering with SyTrue, payers can overcome the challenges of dirty, incomplete, and inaccessible data and advance their business and clinical goals. For more information or to schedule a personal demonstration, visit:

<https://sytrue.com/contact-us/>

## About SyTrue

SyTrue aims to fix our broken workflows within the healthcare system by automating healthcare's most onerous tasks; delivering increased productivity, reduced cost and increased revenue to Health Plans and Service Providers. SyTrue's solutions boost the productivity of review teams and generate higher ROI on chart reviews through greater accuracy, speed, repeatability and scalability.

## About Clinical NLP

By giving computers the ability to read, understand and interpret clinical language, NLP can extract and organize data from an individual's (episodic) health record. By strategically presenting these data points, organizations can modernize the chart review process and eliminate antiquated (and bloated) workflows associated with manually reading a medical record.

Additionally, NLP gives organizations the ability to retrospectively analyze longitudinal health data to find one particular piece of information about a single patient or identify subsets within populations that require further exploration.

