

Solution Overview

AI-powered Claims Work Solution

Our AI-powered Claims Work Solution transforms how administrative work gets done for Healthcare Providers. Built on our cloud-based Applied AI platform, we deliver integrated, use-case specific VoiceAI & other Narrow Language Model automations and integrated workflow software that augment your human staff to increase productivity, reduce costs, & add scalable capacity.

Outbound develops highly specialized AI Agents based on a Narrow Language Model approach and pairs those with AI Agent workforce management software and tailored telephony-based communications infrastructure to deliver unique value to medical, behavioral, physical therapy, and long-term care billing efforts.

AI Services for Billing

- **Enhanced Claims Status for A/R Follow Up:** AutoCheck for ECS is the only solution that delivers deeper information and AI-generated summaries as compared to traditional EDI.
- **Automated EOB for Denied/Paid Claims:** AutoCheck for EOB requests EOBs, processes the PDFs, and intelligently digitizes key information.
- **Assisted Calling for Denials/Appeals Work:** Assisted Calling enables billers to get payer reps on the phone, eliminate IVR and On Hold time, and streamline Post-Call work.
- **Human Conversation Agent:** Our most advanced AI Agent speaks just like a human and brings fully autonomous task work to more and more payers and use cases.



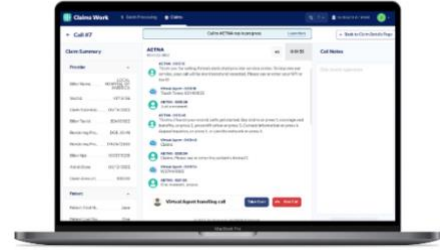
Out-of-the-Box VoiceAI Payer Automations

Outbound maintains a cloud-based dynamic information store about health insurance payers for fully insured and self-insured plans. Our VoiceAI language automations function by use case across commercial, BCBS, traditional Medicare/Medicaid, Managed Care programs, and other government or military plans.



Claims Work Console for Billing Teams

Our Claims Work Console helps billing supervisors and staff team up with our AI Agents to manage handoffs and scale the adoption of our AI services. The Console makes it easy for billing teams to work with AI Agents, audit the results, and get richer value from prior Agent or Human claims work.



EHR Connectors & Our Connector API for Mission Critical Data Exchange

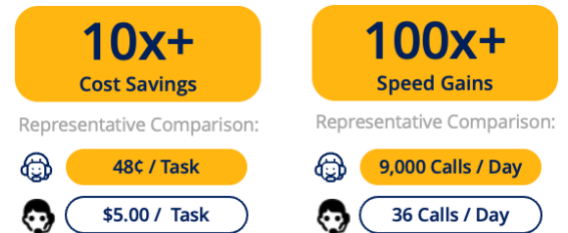
Outbound builds and maintains a growing list of EHR Connectors that transform getting data into and out of EHRs with little operational efforts for our customers. Our Connector API integrates with other customer systems for customized automated integrated data pipelines.



Unrivaled Cost Saving and Performance Benefits

The ability to orchestrate specialized AI Agents into fully autonomous workflows is a game-changer for providers looking to relieve overburdened human talent with AI-powered administrative support.

- **Cost Savings:** Enhanced Claims Status batch programs deliver unbeatable labor cost savings over traditional human staffing costs – on-shore and off-shore!
- **Speed Gains:** Batches of task jobs for thousands of claims leverage 24x7x365 processing capacity and burstable, scalable concurrent agents for exponential speed gains not possible with human workers alone.



About Outbound AI, Inc.

Outbound is Conversation AI built for healthcare. Our cloud technologies are workforce multipliers that drive productivity while improving the daily experience for healthcare workers. Our Applied AI platform supports administrative workforces by streamlining phone-based administrative work across a wide range of revenue cycle applications. Outbound is led by a team of passionate health tech leaders and voice tech veterans with a mission to elevate the human experience in healthcare. The company is well-funded and venture-backed by Madrona Venture Group and other leading AI and cloud technology investors.