



**VOL.: 2**

# A Complete Handbook on Medical Billing

# Top 10 Healthcare AI Companies

Do you think Healthcare AI companies are propelled by profits ? Can you estimate their development in the coming years !!

Artificial Intelligence has paved way for many industries in the world. Healthcare industry is one such sector in the recent times that has witnessed significant development in the field of Artificial Intelligence. No matter how fast healthcare AI companies were evolved, they have to strive their best to rank top in the industry.

Here goes the list of top 10 Healthcare AI companies :

## Google Health/Deep Mind

Google Health was established in 2006 to provide Personal Health Record(PHR) services by connecting to doctors and hospitals as well as pharmacies directly.

It was one of the Artificial Intelligence companies in healthcare to provide information about medical conditions, directions to hospitals, medicine reminders and fitness progress.



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The project was discontinued in 2012 and attempts were made to reopen in 2018, November. Unfortunately, it failed to re-establish.

Due to its obscurity and lack of capabilities, Google Health had failed in its online PHR services.

Deep Mind, an advance AI company had merged with Google Health lately. It's a team with collaboration of scientists, engineers, machine learning experts.

They have joined Google Health to solve and tackle some most complicated healthcare's problems.

By developing AI research and mobile tools, they create a positive impact on patient and hospitals.

Under the leadership of Dr. David Feinberg, they are now able to contribute towards improvement in the areas like app development, data security, cloud storage and support care teams to improve patient outcomes.

## Cloud MedX Health:

Cloud MedX Health is a healthcare AI company which aims for an affordable, accessible and standardized healthcare for all the patients and doctors.

It uses NLP (Natural Language Processing) and deep learning to extract key medical concepts for EHR and serve them to physicians and hospitals to improve clinical operators, documentation and patient care.



The process is automated and repetitive. It turns qualified doctors, nurses, coders, billers and staff into data entry personals.

It has built an AI assistance with an aim to help physicians and patients own data to data driven decisions.

## Babylon Health:

Babylon Health helps to solve a wide range of healthcare challenges with Artificial Intelligence.

**Their AI technology can understand and recognize unique way of humans expressing their symptoms.**

Babylon Health's Knowledge Graph is one of the largest structured medical knowledge bases in the world.



It attempts to capture human knowledge on modern medicine and encoded for machines.

They follow NLP to interrupt, understand and use human language and patterns.

## IBM Watson Health:

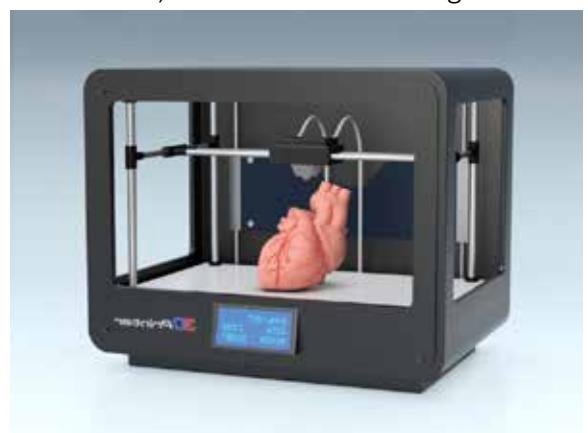
IBM Watson Health is one of the leading healthcare AI companies to have committed to build smarter healthcare systems with simple process, better care, faster breakthrough and improved experiences for people around the world.

Through Artificial Intelligence, Cognitive computing, analytics, cloud storage and 3D printing, the healthcare system is undergoing a dramatic transformation.

They can assist with healthcare consulting services by evolving healthcare organizations into integrated ecosystems of providers, payers and researchers.

IBM also interacts with patients, caregivers and with the help of technology they focus on affordable healthcare at large scale.

It extends support to healthcare organizations those are changing their business and operating models from still-predominant fee for service to value based care and reimbursement in an effort to provide affordable, quality treatment at lower costs and achieve ultimate goal by improving patient care.



## Oncora Medical:

Oncora Medical is a digital healthcare company that uses adaptive data capture technology to identify and collect the data of each patient naturally in the physician's workflow.

It uses real world data to fight cancer by improving quality and outcomes for cancer patients.

Their software technology allows to collect data and apply to all healthcare related decisions for the benefit of patient.



Oncora is a motivated group of data scientists, clinicians, machine learning experts and software developers that intensely focuses on improving the quality of radiation therapy treatments.

## Corti:

Corti was established in Copenhagen, Denmark in 2016. It has since then developed and spread across Europe, collaborating with talented and motivated team who are committed towards better patient care.

Corti mainly focuses on top medical organizations around the world with a motive to help them improve in their decision making.

It is an AI partner to help make life-saving decisions for emergency medical dispatches.

During medical interviews like emergency calls, Corti listens and analyzes the conversation in real time.

It also helps medical professionals diagnose illness and provides prompts for effective action by utilizing cutting-edge machine learning.

Corti isn't designed for signals but trains itself by listening to sound from huge set of calls to identify and improve it's model as it works.

It's real time AI powered decision making system identifies significant factors in ongoing conversations and alerts healthcare or medical professionals in urgent instances like Cardiac arrest.

## Butterfly Network:

Butterfly Network,Inc. is a AI company located in Connecticut, United States of America. It was founded in 2011 with a motive to provide healthcare by making medical imaging accessible to everyone around the world.

While access to imaging used to be expensive and luxury,Butterfly IQ is changing to create sustainable healthcare.

Butterfly IQ uses healthcare AI by providing Ultrasound tools that help make better decisions right beside the bed as patient care is for emost than just capturing an image.



## Arterys:

Arterys is a Medical Imaging Cloud AI company with AI powered technology to transform the workflow with faster diagnosis and better outcomes. It was founded in 2007 and has branches in San Francisco, Calgary and Paris. They concentrate where clinical care is data-driven, intelligent and patient focused. Arterys work to transform healthcare by reducing subjectivity and variability in clinical diagnosis

## Caption Health:

Caption Health was founded in 2013 to empower healthcare providers with new capabilities to acquire and interpret ultrasound exams. Caption Health is the first and only healthcare AI company to be FDA authorized and AI-guided medical imaging acquisition system. Their concept is to transform diagnostic healthcare by expanding access to highly qualified medical imaging in order to improve patient care and reduce cost. The Caption Guidance Software uses AI to provide real-time guidance and allow healthcare providers capture diagnostic quality images to bring more benefits of Ultrasound to patients.

## Enlitic:

Enlitic was founded in 2014. It builds AI deep learning technology for streaming radiologists workflow and upgrade healthcare diagnosis. Enlitic is molding the next generation of diagnostic healthcare tools for patients around the world. It also helps radiologists identify diseases and other medical issues more accurately. These healthcare AI companies were started on the basis of providing smart and best services to the healthcare providers to create an impact on the future AI healthcare.



# Must know Medical Codes for COVID-19

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## Medical Code and Descriptions:

The American Medical Association in Chicago had announced that CPT Editorial Panel approved new codes in addition to the current procedural terminology code set that will allow and help streamline data driven resources in the battle against COVID-19 as the cases continue to raise in United States.

87635 Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19])amplified probe technique includes the CPT code and long description.

The code is effective for the use immediately as the industry standard mentioned for the reporting of COVID-19 test across the Nation's healthcare system. The CPT code 87635 also has a short and medium descriptions those can be accessed on AMA website.

The CPT Editorial Panel is given the authority to manage revisions to the CPT set, expedited the code development process for Corona virus test. Development, review and approval of the new CPT code involves vast inputs from healthcare providers, centers for disease and prevention.

New code will encourage healthcare professionals and laboratories to use these tests for patients who are in need of screening.

The medical codes have become a part of healthcare procedure coding system, a standardized coding system used by Insurance companies to process the claims.

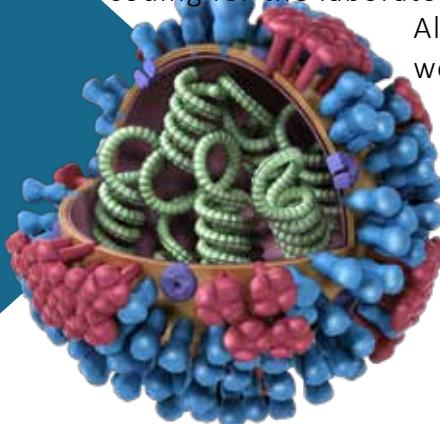
The First billing code released was (U0001) , last month which was for SARS-COV-2 diagnostic test specially and specifically performed for CDC testing laboratories.

The second billing code was (U0002) released to expand medical billing and coding for the laboratory tests.

Almost lakhs of Novel Corona virus cases are registered worldwide according to reports from WHO.

Testing and tracking the COVID-19 virus are the top priority for the world implementing emergency protocols to stop the spread of the disease.

The new billing code is another support for healthcare providers dealing with COVID-19. The billing codes are aligned with new policies from food and drug administration that allows certain laboratories to develop own novel Corona virus tests.



## CMS claims:

The second billing code is used to bill Medicare and other insurance for the new test for which the codes come from CMS claim form.

CMS also reported that Medicare claims processing systems will accept the codes from April 1st, 2020 and those codes will cover COVID-19 lab tests performed on or after February 4, 2020.

It's said that Local Medicare Administrative contractors are responsible for the amount for claims with new billing codes. It also added that no beneficiary charges will be shared understand traditional Medicare as with other lab tests.

A separate fact sheet is maintained where Medicare coverage and payment for services related to Coronavirus are highlighted.

In addition to it, COVID-19 diagnostic tests are covered by new billing codes, traditional Medicare also covers necessary hospitalizations and virtual checking those patients connect or book an appointment on phone or video chat.

## Medical Codes for Covid-19

There are specific codes for Covid-19 irrespective of the new code 87635. They include:

1: This particular code is used for patients diagnosed with Covid-19 and came in to force on 1st April, 2020.

99091: Codes used to handle those specimens to transfer from patient to the laboratories.

828: Codes for patients exposed to Covid-19.

818: These accurate ICD-10 codes are used for patients who are perhaps exposed to Covid-19.

If a patient is with pneumonia and CPS notes confirms the cause due to Covid-19, B97.29 and 89 are the two codes to be assigned.



Acute Bronchitis which results in Covid-19 should be assigned with B97.29 as well as J20.8 which otherwise is not specified due to Covid-19 should be coded with J40.

Diagnoses code B34.2 is considered to be inappropriate while coding for Covid-19 as these have been respiratory and the site of infection is not considered to be unspecified.

## Additional codes for Remote Patients:

G2012: These codes are for the brief communication for virtual checking by tech based services by the healthcare professional who reports E/M services, and where E/M services are not rendered within last seven days or E/M services available in the next 24 hrs or sooner.

99421: Codes for the E/M digital online services for patients upto seven days of cumulative time being 5-10 minutes.

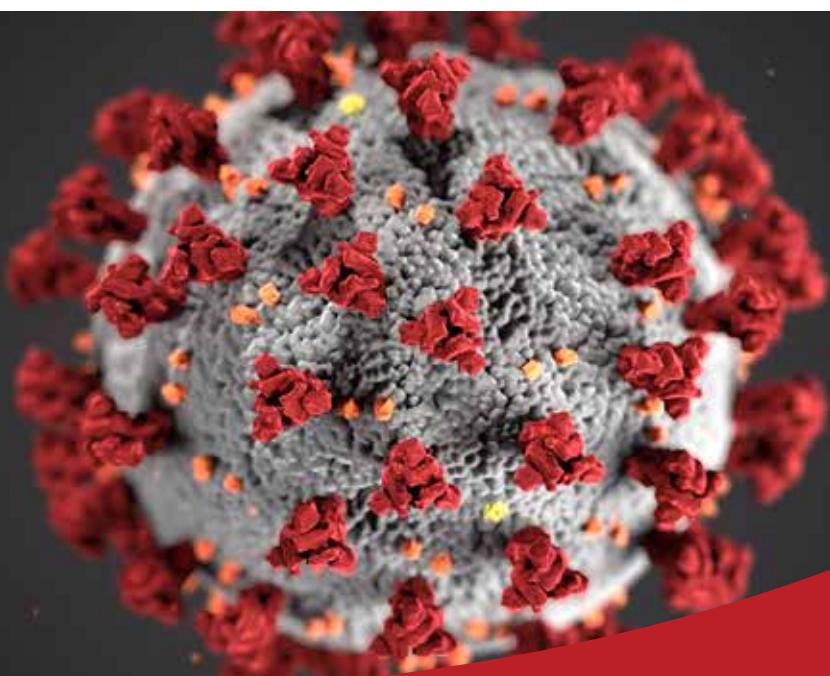
G2010: These codes are for the remote evaluation of images or video recordings that have been submitted along with the interpretation and follow up with the patients within 24 hrs of time.

99452: Codes for Interprofessional Electronic Internet and telephone health records service provided by the treating healthcare professional.

99422: Codes for E/M digital online services for patients upto seven days for a total time of 11-20 minutes of

G2061: Codes for online assessment service for established patients with Qualified Health-care Professionals with a cumulative time of 5-10 minutes upto seven days.

99458: Codes for the remote physiologic monitoring treatment and management services with physician or qualified healthcare professionals or clinical staff time in a calender month that requires a interactive communication with the patient for every additional 20 minutes for the primary procedure.



# How to stay calm during COVID-19 Pandemic

It can be more hazardous and perilous for the world to get back to its early routine. The devastating problems and crisis that the world is heading through was never predicted. COVID-19 is spread all over the world, more we hear about it on television, social media and newspaper really scares the hell out of most of us. The biggest killer during this pandemic is "fear". It creates anxiety and panic which could make people think and do things those are not appropriate under normal circumstances. The motive of lock-down is to prevent the spread of infection from one person to the other. Maintaining proper social distancing and not stepping out of the house except for the necessary needs is important to avoid spreading of the disease.

## How to handle Social Isolation?

Staying at home without stepping out would be boring and stressful for many of us. But there are ways where you can also stay positive and be cheerful following the protocols.

Have a regular schedule. Keep yourself occupied with some work. Sometimes household works will also do.

Do not get trapped into negative emotions, better spend time listening to music, reading, gardening, painting, watching movies etc. Get back to your childhood memories.

Eat healthy and drink plenty of fluids.

Physical fitness is also important. Stay active and exercise regularly, indoors.

Help the homeless or your neighborhood if they need your advise, food or essentials. Be willing to share.



As the disease is new and unknown, elderly at home will be confused and need help. Educate them about the pandemic and support them in their needs. Keep your children busy and allow them to do household chores, so that they aren't bored and may lose the tendency to go out and play.

## Learn facts; Reject rumors:

Gaining knowledge on certain issues is very important and creates less panic. But access and belief towards reliable and confident sources on television and internet are the main things to be focused.

Do not share or follow the news or post which may impact the mental health. Unverified information would create more panic and cause other issues.

Do not keep discussing about the sick all the time, instead talk about their recovery. So that it brings positive vibes in and around.

Stick to the advised physical hygiene. Wash your hands frequently, maintain social distance and remember it is not only about your well-being but also others.

Know the disease symptoms accurately. Don't panic when you have common cold. The symptoms of COVID-19 are clearly explained. So, follow the manners of sneezing, coughing and avoid spitting in the public places.



Do not be careless if you find symptoms of corona. Even the mild symptoms would be advised to have a physical checkup and follow social distancing if infected.

Mild symptoms need not be admitted in the hospital unless and until you suffocate while breathing, and most of them recover.

## Emotional Distress:

When you are in anxiety, start breathing slowly and even better to meditate. Calm down your thoughts those drive you anxious.

Think of peaceful things, try to watch movies that would relax your mind and calms down emotions.

When you are afraid, try to talk to your friends or well wishers on phone. Tell them about your fear. Control your mind from worrying about unnecessary things.

When you are lonely, never be sad. Stay connected with others on phone or social media. Communication can help you get away from emotional thoughts. Discuss about happy things and events.

If you are continuously distemotional-distressressed or haunted by emotions those are really upsetting, then probably you can discuss about it with someone. In the worst case scenario, call mental health professional or your doctor and take advise.

## NOT Advisable:

Avoid drugs, tobacco and alcohol. These may trigger your emotions and worsen physical and mental health.

Do not be judgemental and unfair towards COVID-19 patients. Remember that they deserve care and concern. Tell them precautions to follow and ways to get medical assistance.

If you are infected, don't panic. Most of them get better. Practice self isolation and take medications as advised by the healthcare professionals.

## Post Recovery:

Even if you are happy about your recovery, you may be stressed after you get back to your normal family and community.

People might not welcome you with pleasure. They may keep you at distance if they don't know about illness. You might be isolated from the group and more stressed.

Guilty experience of not being helpful and caring for people may take you to depression and frustration.

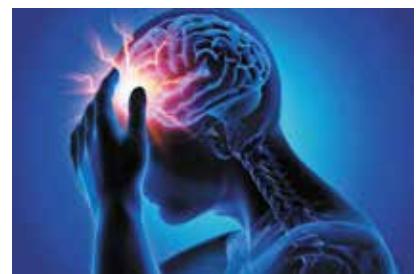
Deal with these feelings by sharing your positive thoughts possible to recover from the disease.



## Recognize Mental Health Problems:

Mental health problems can be similar. You can recognize symptoms by being sensitive to such problems with your dear ones. It may include:

- Q Sleeplessness
- Q Changes in sleeping position
- Q Difficult to concentrate
- Q Health problems
- Q Extreme consumption of alcohol, tobacco and drugs.



Such symptoms are dangerous. Contact medical helpline immediately or consult your doctor. Be supportive to your dear ones.

## People with Mental illness:

Isolation means staying away from our daily socializing habits. Keeping us far from physical contact. This is a difficult task for some who are already dealing or have dealt with some mental illness.

People who are suffering from mental illness will have some sort of fear and different emotions in their mind. That ain't good.

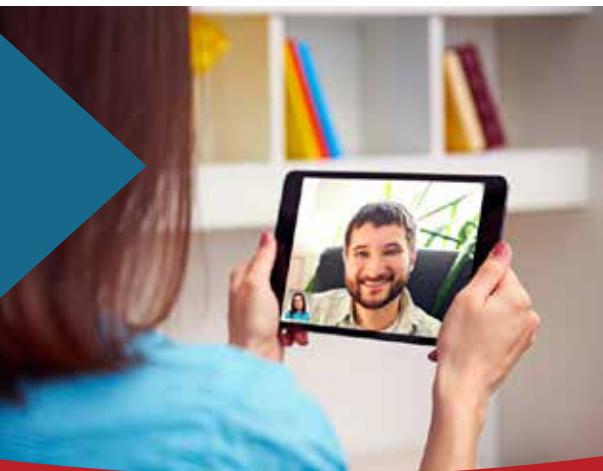
It's strenuous for them to be isolated as it drives them to a lonely negative world.

They may not get or have an idea to overcome. So, help them by having a conversation and providing support with medications and keeping them engaged and positive.

Good mental status will help us win the battle easily.

## Stay Connected with People:

Self isolation can be very stressful as the increasing members join the group. It's time to make sure we have the right phone numbers.



Have good communication or conversation with people by connecting on phone or online.

Break the routine and make a difference with works you do everyday.

Add a to-do-list so that you won't end up missing things and it would also feel quite productive.

## Financial stress and Anxiety:

### Accept the current state of affairs:

The whole world is facing the pandemic and all the business in the market is shut down. Huge loss for the world's economy and people's economy as well.

We have to accept that the lives are going to be little different after this outbreak and can focus on tasks that can be controlled.

If you are worried more about money, take a stock of the resources you have.

Add more attention on your strength and abilities to overcome the economic crisis.

If you have faced any financial loss earlier, remember how you came out of it and what got you through them.

### Know your Emotional triggers:

May be you are a stress shoppers or perhaps considering to sell some of your investments. Don't let your emotions take over.

Limit your expenditure and control overbuying supplies. This may reduce your chance of investing or buying unwanted at the moment.

Limit your social media exposure and stay up to date on what your banks, creditors local government does during this virus outbreak.



# Why Outsourcing a better option for Healthcare companies

## Outsourcing as a Better Option

No genius on this Earth can stop the disaster from hitting the world. May be at least we can stop your bills getting denied! Why don't you give a try? The grieving situation the world is going through was never imagined and unforgettable. It ain't so easy for healthcare providers to manage by working in the remote, restlessly. While patients are increasing, workload increases too. They spend very less time on support. In the current scenario, when accessing basic needs becomes a difficulty, it's obvious they will not have time to claim their medical bills. So, we suggest outsourcing! Let's get deeper!

## How RCM works for Healthcare professionals:

It is well-known that healthcare is very busy with patients and at this critical phenomenon, their work is inevitable.

They really don't have time for claiming medical bills. Back office works are extremely hard while working remote. So, best choice is outsourcing with a Revenue Cycle Management service company.

Medical billing claims, despite of values are claimed with Insurance companies behalf of healthcare professionals to make better revenue payments. This could reduce extra burden.

RCM Company follows rules and regulations and finds a better option to generate the revenue into healthcare provider's pockets. They follow a process for claiming those medical bills.

# OUTSOURCING



# Patient Demographic Entry:

## Outsourcing as a Better Option

It's well-known that pre-registration process is quite confusing and tiring for many, so, Outsourcing can ease up the process.

Collecting details such as name date of birth, address, insurance details, and medical history as provided by patient at the time of visit.

The details are validated and updated if required.

## Patient's Reconciliation:

Every Organization maintains records which is very essential. The record consists of active and discharged patients list.

Outsourcing an RCM company keeps this list of services updated every hour for all the health-care professionals. The services ensure patients records to be updated whenever hospitals or healthcare providers need to have a check.

## Account Receivables:

After the claims are submitted to the Insurance company, outsourcing takes the responsibility to proceed further.

The service provider will have a track of all claims and have a regular follow-up. RCM company takes all the steps with the insurance companies to ensure processing and recovery of payment.



## Follow-up with Insurance companies:

If the claims are not processed and paid regularly or if there are denials, then it would have limited chances to find out the reasons for claim denials or rejections.

Outsourcing solutions manages the volume of Insurance accounts follow-ups and leads to revenue payments without any risk.

## Medical Billing & Coding:

Medical billing has a process and few rules and regulations to follow. RCM companies are well aware of the standards and rules that has to be followed.

It can also help by reducing work load for both, healthcare professionals and the insurance companies.

## Medical Claim Processing:

In order to render beat healthcare services, continuous flow of information from healthcare is needed.

The patient should get a print and online report of medical prescription. The RCM company can perform well by doing the same in a righteous manner.

## Denial Management:

It's really critical for a healthcare provider to handle denials. Well trained account receivables executive can easily spot errors when a claim is denied.

Outsourcing Company checks medical coding and help to identify recurring issues. Experienced professionals can handle the denials and ensure seamless flow of revenue.



## ICD and CPT Coding:

These ICD and CPT codes on super bills are provided for patient from hospitals. It's validated by the outsourcing team for preventing upcoming; down-coding that implies all the denials.

## Healthcare Claim Transmission:

The health related claims are the part of healthcare industry and can come from carriers and healthcare professionals. There are several types of claims that include dental, pharmacy, in-patient and out-patient claims.

RCM companies and check errors and rectify false claims and send them back to insurance companies.

## Reports Creation:

The tasks such as creating a detailed and well formatted prescription can be considered as Outsourceable.

However the job can be well performed in expected quality and quantity by trained team of assistant workforce in outsourcing company.

## How QWay Health helps in lockdown:

QWay Health has a expert workforce who can excel in processing the claims and collecting the revenue.

It assures quicker payments on time with a regular follo-up with the Insurance companies.

It plays a crucial role in generating revenue to the healthcare providers by extending series back and forth.

QWay delivers smoother and swifter services to the healthcare professionals by means of RCM.



It concentrates on smaller and larger healthcare professionals or hospitals with cost effective and facile claim reimbursement services.

## Services offered by QWay Health:

- Q Patient Demographic entry
- Q Eligibility Verification
- Q Pre-Authorization
- Q Medical Coding
- Q Demo & Charge entry
- Q Payer and Front-end rejections
- Q Payment posting
- Q AR analysis & Follow-up
- Q Denial Management
- Q Worker comp/No-fault Follow-up
- Q Appeals Processing
- Q Returned mail Processing
- Q Provider Credentialing
- Q Credit balance/Refund Processing
- Q Old AR Aged AR.



## Why choose QWay Health?

### Cost Advantage:

Cost advantage is one of the most important reasons to choose QWay Health. Other medical billing companies would demand to spend a lot of money to create infrastructure, recruitment, training etc.

### Recruitment:

Workforce is very essential for any organization to grow. QWay Health holds about 800+ working across the globe. All the employees excel in all the skills required for a Medical Billing company.

### Quality Service:

It hires experienced people from the outsourcing companies to deliver best Revenue Cycle Management services to their clients. The claims are processed on time and managed with accuracy.

## Infrastructure and Technology:

With highly equipped technology and infrastructure, QWay can expand its workforce and infrastructure according to their client requirements. It can possibly meet the needs of the client or healthcare professionals at any point of time.

## Experience:

QWay Health has experience of 10 years in RCM industry. It holds a grip on each and every aspect of the company with a huge exposure in the medical billing industry. As it is for more than a decade, they have a lot of experience in process and support capabilities.

## Reliability:

QWay is known for its work ethics and more reliable. They are more loyal to their clients. They have all the deals signed with an agreement.

## Faster Expansion:

As the company is growing, it is making itself ready to scale up. It shows no objections to expand its company if required accordingly. So it also indulges in working with more workforce as per client requirements. If you would like to write to us, please do mail to [shehan@qway.us](mailto:shehan@qway.us)

