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# Smart Encounters

Leveraging AI and ML to Enhance Encounter Data Quality & Revenue Integrity

## Introduction

Health plans participating in managed care programs are familiar with encounter and risk adjustment data gaps. These come with the territory as do the issues generated by these gaps, such as provider abrasion and compromised revenue integrity. The ever-increasing complexity of these programs and government agency scrutiny exacerbate gaps and cause major operational and financial issues.

Artificial Intelligence (AI) and Machine Learning (ML) represent a game-changer for encounter operations. AI and ML delivers enhanced intelligence derived from large datasets and enables encounter systems to continuously learn from new data. Health plans gain additional insight and enable their systems to “get smarter” about their encounter operations; predicting errors before they occur and making correction recommendations (or automatically correct errors the system has seen before). These capabilities are delivered only through the integration of AI/ML technologies within an encounter submission system.

**Edifecs Smart Encounters** is an AI/ML module, fully integrated with Edifecs Encounter Management, that enhances exception management prioritization and improves chart pull and risk score accuracy. Combined with our deep domain expertise and encounter management services offerings, Edifecs Encounter Management plus Smart Encounters represents the industry’s only AI/ML enabled encounter management platform.

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## Why Edifecs?

- Market-leading encounter lifecycle management solution
- AI/ML module integrated with Edifecs Encounter Management
- Smart Encounters utilizes existing Encounter Management data repository and connections
- Real-time or scheduled-batch data access and visibility
- Continuous Learning against each individual client’s encounter lifecycle activity that provides prioritizations, recommendations, alerts and corrections that are fine-tuned to their business

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# Key Features, Benefits and Values

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## Feature and Benefits

### Enhanced revenue accuracy via prioritized exception worklists

- Each encounter is prioritized on its individual impact to a member's risk score and includes the number of risk adjustment points.
- Periodic risk score impact and prioritization refresh of worklist encounters ensures timely and accurate information for effective worklist management.

## Value

- Enhance revenue integrity
- Increase operational efficiency

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### Reduced chart pull requests, costs and associated provider abrasion

- Optionally, applies AI/ML to predict probability of success for identified candidate for chart review requests.

- Reduce administrative costs
- Improve provider relationships

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### Increased risk scoring accuracy

- Risk scores for Medicare, Edge Server include both demographic and HCC risk adjustment factors.

- Enhance revenue integrity
- Increase visibility

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### Proactive identification of potentially missing diagnosis codes

- Utilizes specialized AI/ML models to identify potential for missing member information diagnosis information based on member and/or provider historical activity.

- Optimize risk score accuracy and projections

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### Claim Identification for Unlinked Chart Review Updates

- Uses AI/ML models to identify previously submitted claim for linking to an unlinked chart review.
- Reduce rejections and avoid multiple chart data submissions for same claims

- Reduce the potential for audits due to unlinked chart submission

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### Auto-correction of provider coding errors

- Continuous learning occurs against rejected encounters during intake or from CMS, State Medicaid, etc., and details of how the errors are being resolved by operations personnel.
- Results in identification of predicted errors on new claims and auto-correction when appropriate

- Improve data accuracy and acceptance rates



Edifecs Inc. is a global healthcare software company committed to improving outcomes, reducing costs, and elevating value of healthcare for everyone. Edifecs delivers the industry's premier IT partnership platform to providers, insurers, pharmacy benefit management companies, and other trading partners. By mobilizing its leading solutions at the front end of the healthcare information pipeline, Edifecs provides a unified platform for partners to flexibly pilot and scale new initiatives using their existing enterprise system. Since 1996, hundreds of healthcare customers have relied on Edifecs partnership solutions to future-proof their leading initiatives in the midst of a dynamic healthcare landscape. Edifecs is based in Bellevue, WA, with operations internationally. Learn more about us at [edifecs.com](http://edifecs.com).