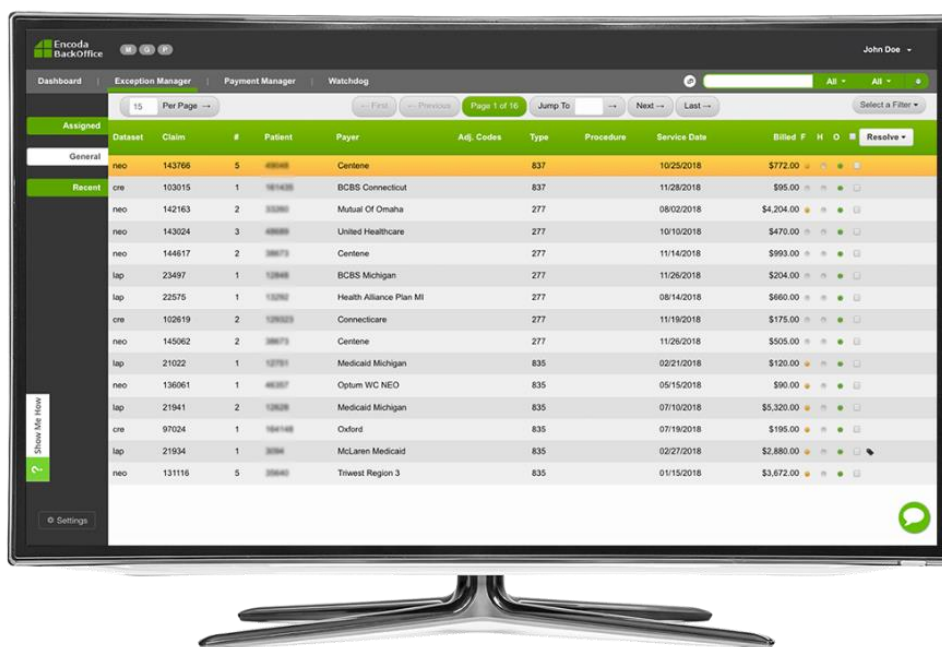


Take Us to Your Billers



Rejections and denials worked faster and more profitably.

Encoda BackOffice

Encoda BackOffice is a cloud-based medical billing platform that bridges workflow gaps between your practice management system, clearinghouse, and payers. Fix a claim in Encoda BackOffice and it's automatically fixed in your PM. One touch and done!

How it Works

Encoda's [Claims Manager](#) constantly monitors your practice management system looking for charges that have been entered and ready to be paid. Encoda retrieves these claims, imprints our proprietary "fingerprint" technology on each line item on every claim, then inputs these claims into Encoda's [Claim Scrubber](#). Our claims scrubber features the industry's most robust scrubbing technology, utilizing a database of payer and specialty specific claim edits (LCD, NCD, MUE, and NCCI), historical edits including global periods, bundling and frequency counts, claim structure edits and client specific edits. Claims are scrubbed against this database (which is updated daily) and those claims that are ready to be paid are sent to the payer, while remaining transactions that require staff attention are automatically routed and queued in Encoda's [Exception Manager](#) for the appropriate staff member to work. Exception Manager presents only those claims that need attention, allowing your staff to focus on editing and correcting any claim issues before being re-billed. Once a correction is made to a claim in Exception Manager it is automatically corrected in the PM system.

Encoda BackOffice waits for responses from the payers, and once received, automatically records responses in the system and transfers

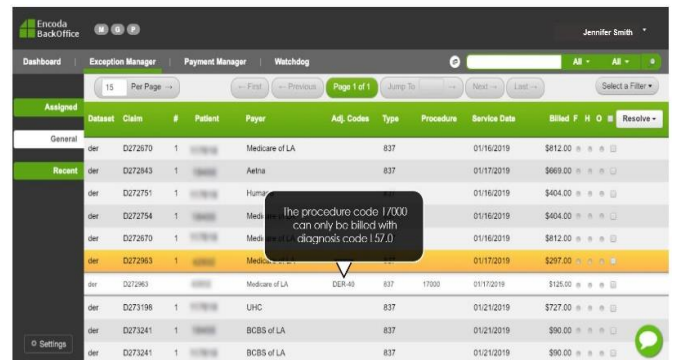
the claim to the appropriate queue based on the response from the payer.

If a claim is rejected, it is automatically re-routed back to exception manager, along with an explanation from the payer explaining why the claim was rejected. If a claim is accepted, the claim is then moved into Encoda's [Payment Manager](#) to start the posting process. Once the payment is sent to post, the poster records the payment and automatically records the payment in the PM system.

Encoda's [Watchdog](#) continuously monitors the BackOffice system ensuring that responses are received for all claims submitted. In the event a response is not received from a payer or a claim has not yet been adjudicated, Watchdog automatically sends a notification to the payer requesting a status update/payment. These claims are all seen in the Watchdog queue.

Claim Routing Logic

Encoda also utilizes customized pre-and post-adjudication rules, based on advanced business logic, which are inherent in Encoda BackOffice, to immediately serve up questionable claims for your billing team to review and rework. This enables staff to better manage outbound claims and inbound remittances. Automating the claims management process allows your billing team to focus on working those claims and denials that need attention, so you can get paid faster.



Encoda Maestro Analytics

Monitor, measure, and manage the financial health of your practice with intuitive business intelligence dashboard reports, presenting data from your PM and payers, all in one place.

Maestro Analytics provides near real-time insight into how your billing team is executing the medical billing, allowing you to monitor and measure your team's performance, 24x7.



Some of the key performance metrics that are captured and tracked by Maestro Analytics include:

- Monthly posted vs posting goal
- Charge posting delay and billing delay by procedure grouping
- Aging report by dollars and percentages with month to month trending
- Trending of charges, payments, adjustments, refunds, and gross collection percentage
- Claim note audits
- Claim work queue backlog
- CPT analysis and payer mix
- Work queue closing velocity

Maestro Analytics also features a robust data mart enabling Encoda staff to develop custom reports using Microsoft® Excel pivot tables and slicers specifically based on your practice's needs. Examples of such reports include but are not limited to custom rejections and denials, charges, payments, and adjustments, by reason code, by location, by provider, by procedure, by service line, and more.

The Results

- Focus on only those claims that need attention
 - 30% increase in billing staff productivity
 - FTE reallocation or reduction
 - Work more claims at a faster rate of speed
- Increased payment velocity
- Elevated insurance reimbursement
- Improve adherence to remittance posting policies



Twyla Fuertes
Vice President, Revenue Cycle
Pain Doctors

About Encoda

Encoda is a leader in real-time healthcare reimbursement automation and revenue cycle management technology and services that empower medical business offices to cost-effectively collect the most money in the shortest time possible.

Encoda clients significantly enhance their revenue cycle management process and performance by licensing the company's patented, cloud-based [Encoda BackOffice](#) and [Encoda Maestro Analytics](#) platforms or contracting for billing services through [Encoda's Revenue Assistance Program](#).

Encoda BackOffice drastically improves the process of managing claims, rejections and denials, reduces days in A/R, and provides a level of billing cycle transparency via our Maestro Analytics platform that other solutions simply do not provide.

To learn how the Encoda Revenue Assistance Program, Encoda BackOffice, and Encoda Maestro Analytics can benefit your practice, please contact us at info@encoda.com, 813.337.0107 or visit encoda.com.



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