

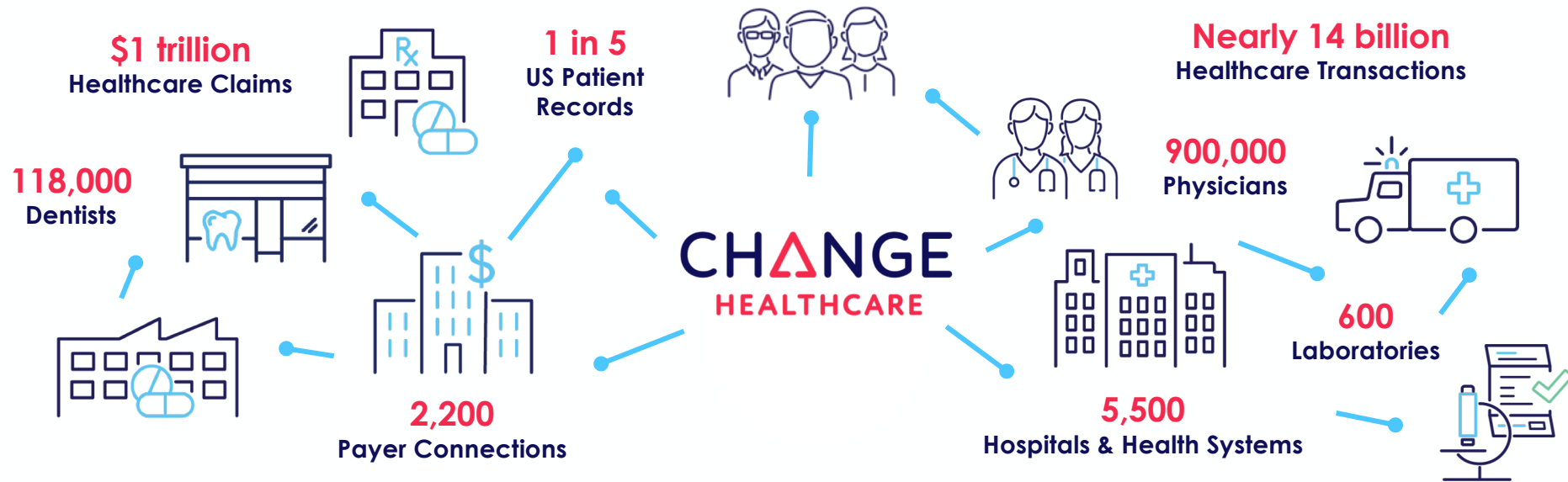
# ADDRESSING \$262B OF DENIED CLAIMS WITH AI ENABLED BY AMAZON SAGEMAKER

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# Who We Are:

Accelerating the transformation of healthcare through the Intelligent Healthcare Network™



- Independent, unbiased, & relentless drive towards better healthcare
- Extensive product/services, expertise, data, and connectivity
- Tying our success to our customer: providers, payers and consumers
- Delivering practical innovation through technology and partners

Pervasive across healthcare

Source: [changehealthcare.com](http://changehealthcare.com)

**CHANGE**  
HEALTHCARE

**CHΔNGE**  
HEALTHCARE

+

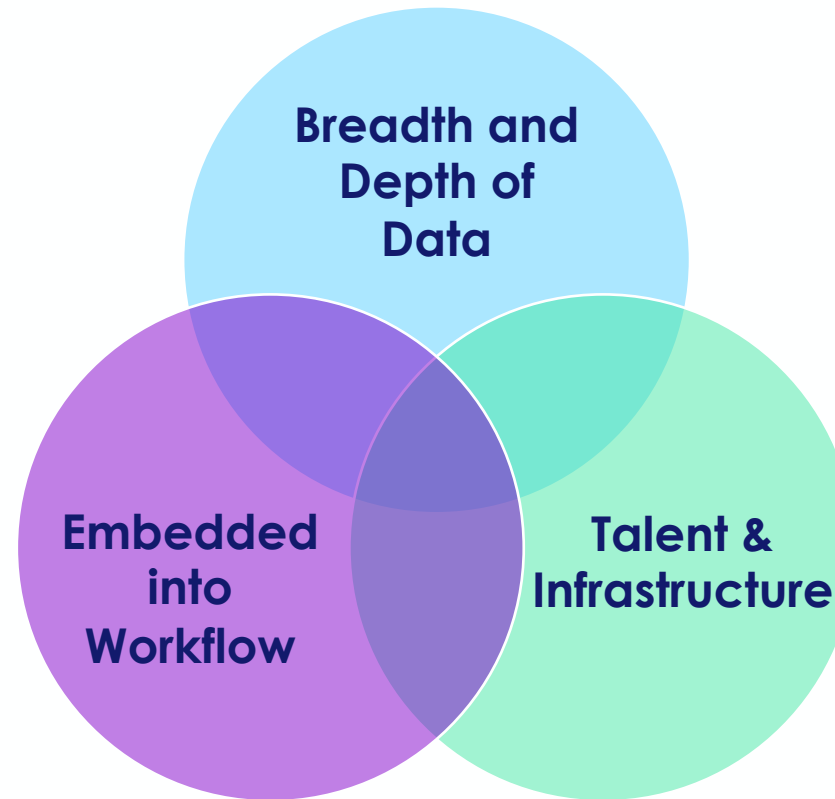


**CHΔNGE**  
HEALTHCARE

# Our Unique Combination

Industry-leading data for machines to learn  
("First Mile")

Already in the  
workflow across  
payers, health  
systems, providers  
and more  
("Last Mile")



50+ data scientist  
team coupled with  
early adoption of  
AWS/Google/open  
source technology  
("The Engine")

# AI Team Evolution



## Crawl

- Several data scientists spread across the company
- No leverage
- No visibility



## Walk

- CEO/Board commitment
- Pipeline of projects



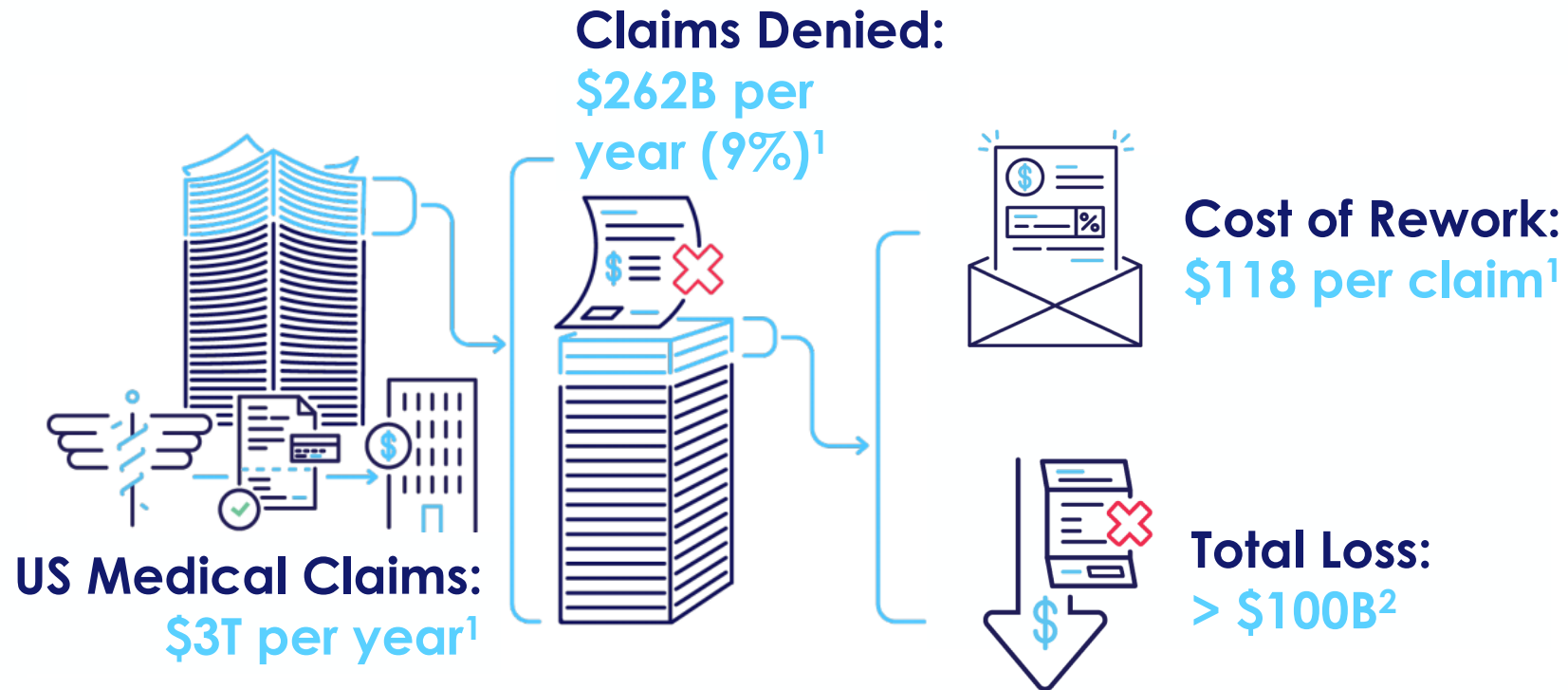
## Walk Faster

- Rapid experimentation
- AI engineering
- One-click training and deployment



## Run

# Problem: Medical Claims



1. Source: <https://www.businesswire.com/news/home/20170626005391/en/Change-Healthcare-Analysis-Estimated-262-Billion-Healthcare>

2. Source: Change Healthcare Internal Statistics

# Imagine Knowing **EVERYTHING** About a Claim Before it's Submitted



Providers can make changes before submitting, avoiding months of denial management.



Providers can optimize missing charges, liabilities, and audit risk, plus many other optimizations.



Payers can reduce administrative overhead by knowing the outcome of a claim.



Payers can analyze data to better understand cross-industry appropriateness of care.

# AI Model Development Using AWS and SageMaker





# Introducing Claims Lifecycle Artificial Intelligence



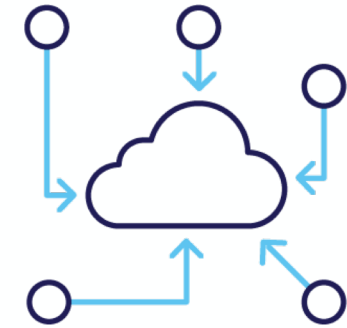
A service to help providers and payers manage their claim lifecycle using AI.



Uses insights from millions of transactions to train deep learning models.

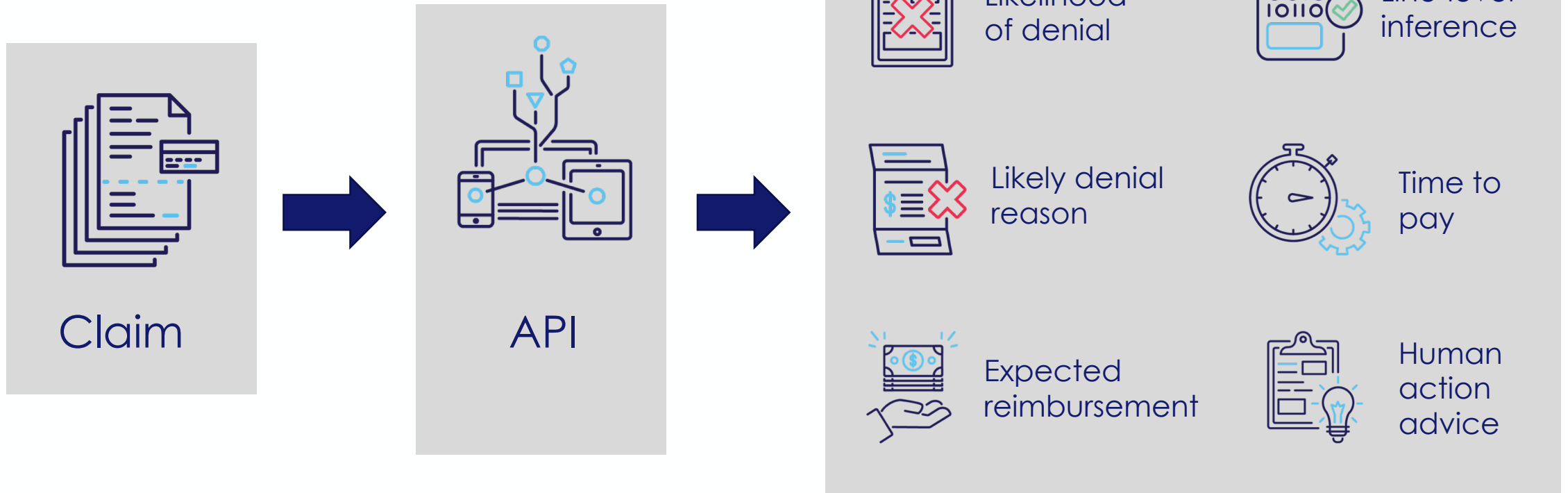


Provides denial predictions, claim optimizations, and next-best-action.

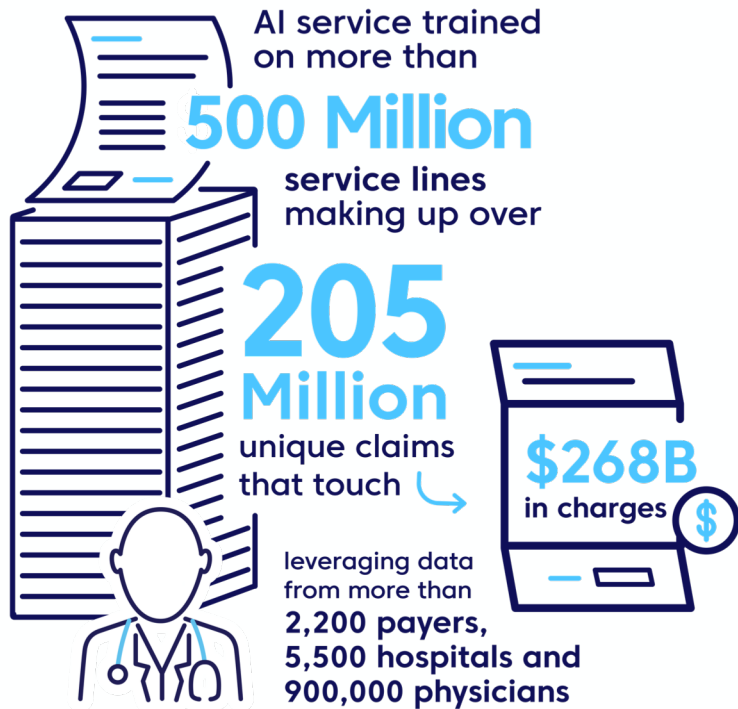


Built on our Intelligent Healthcare Platform, leveraging enterprise API's for real-time predictions.

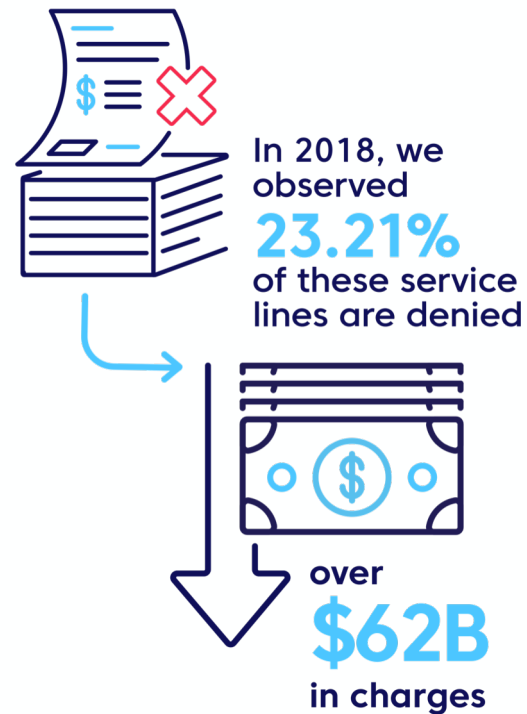
# Claims Lifecycle AI Initial Set of Capabilities



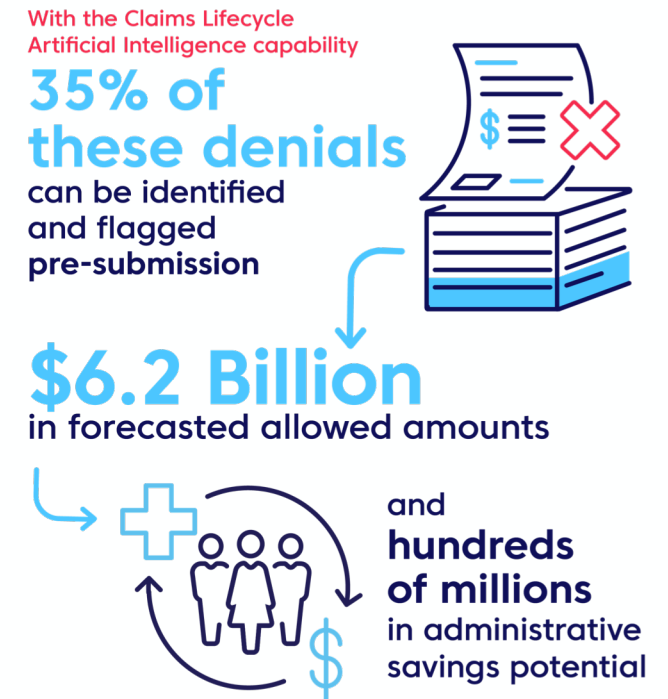
# Identified \$6.2B in Forecasted Allowed Amounts Pre-submission



INPUT



OBSERVATION



RESULTS

# THANK YOU

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Visit us in the AWS demo pod or at the  
Change Healthcare booth **#3679**

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