



Results from Partnerships

Scheduling Optimization for Telehealth

Problem: The client was facing a significant decrease in revenue and increase in scheduling complexity because of new stringent payor rules on physician scheduling coordination.

Action: Firstlook AI implemented a solution that automates scheduling and optimizes revenue, highlights conflicts that require staff attention, and capture key metrics for strategic planning, accessible in a visual real-time dashboard.

Results: Within 3 weeks of deployment:

- Engagement paid for itself
- 32% increase in revenue generating cases
- 2% increase in net revenue
- 87% decrease in regulatory expert time per day

Preventing Chronic Disease

Problem: A nephrology group practice operating in 20+ states wanted to improve patient care by predicting and preventing disease progression. 80% of their costs were being driven by patients who had progressed to stage 4 and 5 kidney failure. A prediction tool could be used by clinicians to dramatically reduce their operating costs and improve the lives of patients.

Action: Firstlook AI deployed and tested a disease prediction algorithm into the EMR over 10 weeks. The stage-gated deployment involved key stakeholders, doctors and IT members and weekly check-in meetings. Testing and validation demonstrated accuracy of >95%.

Result: 8 weeks after deployment:

- Engagement paid for itself 5x
- 41% cost savings to value-based care contracts (high 8-figure savings)
- Algorithm predicts patient progression 200 days before symptoms

Revenue Optimization and Prediction

Problem: A neurosurgical provider was operating on a 700+ day Accounts Receivable (AR) realization timeline. In addition, they were experiencing a significant drop in revenue cause by decreased payor reimbursement. To counteract this trend, the client sought a solution to identify the claims with the highest probability of the highest reimbursement with clear action recommendations.

Action: Firstlook AI deployed a RCM decision support solution that evaluates the case portfolio, finds the claims with the highest likelihood to pay, and predicts the magnitude and timing of reimbursement. The system provides recommendations as to actions that the client staff can take to maximize reimbursement and a visualized dashboard for strategic planning.

Result: In the first year it is projected to:

- Prioritize cases for action to increase revenue by 9%
- Identify high value cases by i) probability to pay, ii) amount paid, and iii) payment timelines
- Reduce unpredictability in collections by optimizing activities on the highest-paying case
- Recommend optimal actions for denials by predicting success probabilities