



The People You **Trust**. The Technologies You **Need**.

HANK Medical Coding

Powered by the best US medical coders in healthcare.

US-based Human Coders

- ✓ Expert US-based anesthesia coders have at least 6 years of experience and are experts in the industry
- ✓ 90% or higher coding accuracy rate, leading to significant reduction in denials
- ✓ Annual HIPAA and compliance training
- ✓ Coders work in a secure, virtual, desktop-controlled environment for HIPAA compliance
- ✓ Regular auditing to ensure 90% coding accuracy
- ✓ Access to experts for coding and compliance questions

Save up to 50% on your coding costs:

Combine HANK's US-based Human Coders with the HANK Claim Maker for select types of cases based upon your target accuracy.

AutoCoder API

State-of-the-art, machine-learning AI

- ✓ Available for anesthesia coding, including ALL line items (other specialties coming in soon)
- ✓ Processes ALL available documents
- ✓ At 95% accuracy, can code up to 80% of cases without human intervention
- ✓ Served via HIPAA-compliant asynchronous HTTPS REST API server on AWS
- ✓ HANK's Expert Human Coders continually audit results
- ✓ Includes CPT, ASA, ICD, Modifiers, and Responsible Providers for all line items (along with predicted accuracy for each)
- ✓ Integrated NCCI, NCD, LCD, PFS, ASA Crosswalk, and Active Coding checks automatically applied via HANK Claim Cleaner API
- ✓ Generative AI guidance
If AutoCoder cannot confidently code the claim, the API response will include guidance in short, simple, human language to assist the provider or medical coder in clarification steps and/or questions

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HANK Claim Maker

HANK has developed a next-generation document management and workflow optimization platform to revolutionize many of the steps of the healthcare revenue cycle process.

Claim Maker customers will realize up to 60% labor cost reductions by augmenting and automating many of the traditionally manual processes required during revenue cycle processing. This value is generated by combining our innovative technologies and relentless pursuit to automate what you can, augment what you can't. As an added feature, we have medical coding and data entry experts that you can tap into for partial or full outsourcing of those services if needed. The output from our platform is sent directly into your existing RCM software.

KEY FEATURES

- ✓ Chrome browser-based, HIPAA-compliant platform
- ✓ Multi-tenant servers via VPN from AWS (*all customer data is siloed and encrypted during transport and at rest*)
- ✓ Authentication via SSO (*GSuite or Microsoft AD*)
- ✓ Batch and case level workflow management to monitor the status and enable measurement of time spent in different statuses of both throughout their lifecycle
- ✓ Simple workflow management - all representative parties interacting with the claim (*coder, reconciler, data enterer, etc.*) operate together regardless of if the party is in-house or outsourced
- ✓ Ingests medical records and encounter lists in a multitude of formats (*including sftp, one-touch scanners, user upload, hl7*)
- ✓ Simple user interface to reassign document pages to different encounter
- ✓ Built-in reporting capabilities
- ✓ **Augmented/Automated features*:**
 - Identification of document type, date of service, and patient for each page in every document ingested
 - Extraction of revenue cycle data elements from the documents (*both pdf and scanned documents*), then shows the user the most important elements for their work
 - Creation of encounters from combination of medical records, demographics, and encounter lists
 - Linking of documents received to appropriate encounters
 - Determination of document status for an encounter (*e.g., all received, missing operative report, etc.*)
 - Patient demographic and insurance capture from data feed via hl7 or .csv as well as directly from scanned documents
 - Line item coding predictions including CPT, ASA, and ICD-10 coding with confidence levels generated from medical records attached to the encounter
- ✓ Exports completed batches to your preferred RCM software vendor
- ✓ Searches and filters batches and cases by a multitude of options. Cases are kept for a duration as defined in your contract (*Additional storage duration available for a fee*)

* Please note that some advanced features are in beta states and subject to change (preferentially improving) over time. Ask your client success representative for more information or to inquire which features are being the most aggressively developed at the current time.





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Audit Software

Streamline Your Auditing Process.

Comprehensive anesthesia audit software ensures accuracy, enhances compliance, and maximizes reimbursement.

Software trained by our service partners ACE— can transform the way your team works. The software enhances your auditing process. Imagine your auditors working efficiently, faster, and cohesively, reducing administrative burdens while improving accuracy. With our structured methodology and expert insights, we empower your auditing team to:

- Work more efficiently with a streamlined review process
- Identify issues faster to prevent costly billing errors
- Enhance collaboration with a unified, data-driven approach
- Stay ahead of compliance changes with up-to-date regulatory expertise.
- Optimize workflow for greater productivity.

**KEY
FEATURES**

- ✓ Custom Branding
- ✓ Preload data from your billing system
- ✓ 20+ Excel and Word Extensive Reports such as:
 - Documentation & Coding Analysis
 - Anesthesia Time Analysis
 - Provider Report Cards
 - Reimbursement breakdown by payer
- ✓ Reimbursement Review:
 - Billing Process
 - Managed Care Contract Rates
 - Claims Processing and Payment
 - No Surprises Billing
- ✓ Care Model Review:
 - Personal Performance
 - Anesthesia Care Team
 - CRNA Independent Practice
 - Concurrent Care

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