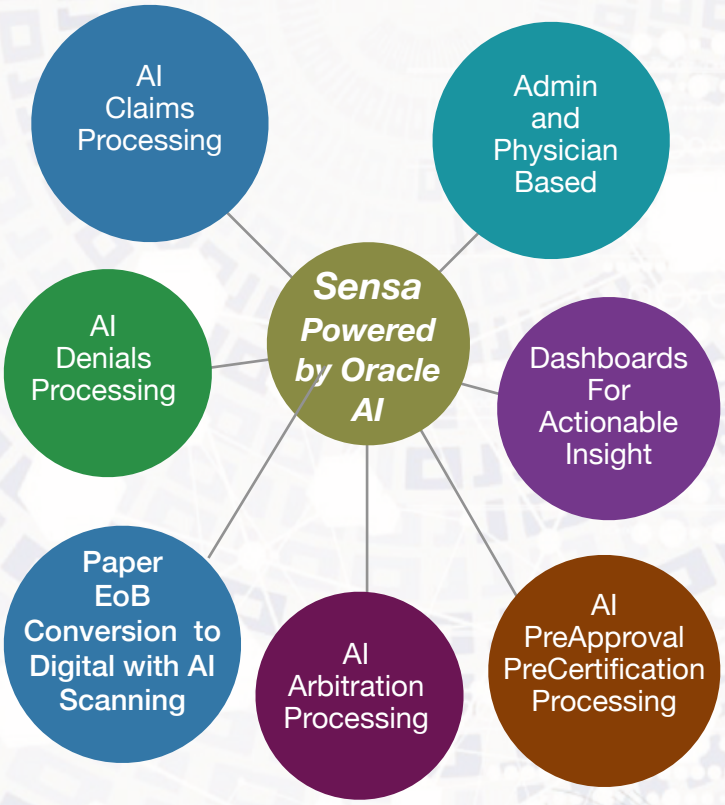
Bringing Clarity to Healthcare RCM Chaos

Sensa connects Healthcare Billing Providers with Oracle's advanced cloud based Artificial Intelligence. Using AI, allows you to automate the RCM Process from Initial Claims filing, Denials Processing, Filing from scans of paper EoB's, to Arbitration. All with powerful Analytics to improve the efficiency, effectiveness and profitability of you and your clients organization.





Sensa helps you Process and Manage Claims, with the Power of AI, Like Never Before while Reducing Costs and Increasing Revenue

Pulse Features By Sensa

Meaningful Healthcare Insight

AI Assistance for Insurance Claims Processing
Sensa AI prepares your claims for submittal to the payer in their preferred format to get the provider paid faster and accurately

Coding Optimizations
AI identifies in-network claims that have not been fully reimbursed. When submitting out-of-network claims, CPT and diagnosis code matrices are used to reveal the best combinations by payer

Open Systems
Smart automation is compatible with any EMR to work claims based on priorities you configure to accelerate revenue reimbursements.

Credits Management
Manage credits easily by automating and tracking patient credits.

Trends
Compare collections to contracts and fee schedules to spot variances and find more opportunities to increase revenue.

Control Costs
Determine how different vendor DME and injection costs impact gain or loss by department, location and/or physician.

Transparency and Accountability
Discover how each facility, department, practice or physician is performing based on combining data from multiple systems.

RCM Staff Utilization
Automate and centralize the management of RCM and allow remote collections processing. Track staff load, utilization and productivity via dashboards. From charges to claims to collections – all in one location!

NEW Denial Processing
AI is integrated to combine historical denial trends and recommended coding to current claims for cleaner processing and more successful resubmissions.

NEW EoB AI Application
Converts paper EoB's to digital formats for faster denial resolution, resubmittal and more complete reimbursements

NEW AI Powered Arbitration
Use AI to Streamline the Arbitration process and get paid more than the QPA 82% of the time.

NEW AI Powered PreApproval/Pre Certification
Reduce time needed to process with the power of AI

Why Sensa?

- Claims & Denials Processing with Analytics on secure Oracle AI HIPAA-compliant database
- Advanced Oracle AI Automation for processing and managing claims, EoB Scanning with AI Processing, and AI Arbitration Processing
- System agnostic
- Connects to any EHR, EMR, Practice Management or Data Source
- Clients include billing companies, physician-owned and individual practices, hospitals, and neuro-monitoring.

You Can't Manage What You Don't Measure!

Sensa delivers advanced AI, automated apps, reporting, and analytic capabilities that isolate the data you need, when you need it, organized in a way you can use it. The built-in and customizable Dashboards have allowed our clients to make better decisions. With about 4MM Claims processed our customers have received the results below:

- **Reduce AR by 39%**
- **Reduce Days Outstanding from 65 to 28**
- **Fee Reimbursement is up by 2.3%**
- **Collections up by 12%/Claim**
- **Labor Costs down by Over 35%**
- **Recouped $MM's of Unpaid and Underpaid Claims**
- **Measure the Effectiveness of Marketing Dollars**

Improved Client Revenue by Over 18%

What our Clients are Saying

"Sensa is a Game Changer. We could never get a true AR picture from the EMR data until using Sensa"
- Barry Howell CEO – Arlington Orthopedics

"This is groundbreaking, disruptive for EHR, accounting, and analytic tools. This is powerful."
- Brian Hutchinson CEO- Plano Orthopedics

"Game Changer! We could never get a clear understanding of our AR, from USMON data, until using Sensa."
- Paul Schulman CEO - US Neurology

"I would have to hire 5 people to replace what Sensa does for us in RCM."
- Morgan Siren - RCM Dir - Plano Orthopedic

SensaServices.AI

Learn how Sensa with AI can help Turbo Charge your RCM Stream!

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AI Glossary

- **AI**, short for Artificial Intelligence, is a technology that enables machines to generate, classify, and perform tasks like image analysis and speech recognition. It's a field of research in Computer Science that develops methods and software to help machines perceive their environment and use learning and intelligence to achieve goals.
- **AI Ethics** refers to the issues that AI stakeholders such as engineers and government officials must consider ensuring that the technology is developed and used responsibly.
- An **Algorithm** is a sequence of rules given to an AI machine to perform a task or solve a problem. Common algorithms include classification, regression, and clustering.
- An **API** or Application Programming Interface, is a set of protocols that determine how two software applications will interact with each other. APIs tend to be written in programming languages such as C++ or JavaScript.
- Big Data refers to the large data sets that can be studied to reveal patterns and trends to support business decisions. It's called "big" data because organizations can now gather massive amounts of complex data using data collection tools and systems.
- **AI Categories**
  - The three kinds of **AI based on capabilities** - Artificial Narrow AI, General AI, Super AI
  - The four types of **AI based on functionalities** - Reactive Machine AI (Netflix Recommendation Engine), Limited Memory AI (ChatGPT, OpenAI), Theory of Mind AI (understanding the thoughts and emotions), Self-Aware AI (strictly theoretical, own set of emotions, needs and beliefs)
- A **Chatbot** is a software application that is designed to imitate human conversation through text or voice commands.
- **ChatGPT vs OpenAI** = The difference between API GPT and ChatGPT is that ChatGPT has been further fine-tuned using human response-based reinforced learning, making it's text generator better. Currently, there is no way to mimic that using the API calls to GPT3. However, a possible ChatGPT API is in the works as mentioned in one of the pinned topics in the forum.
- **Cognitive Computing** is essentially the same as AI. It's a computerized model that focuses on mimicking human thought processes such as pattern recognition and learning. Marketing teams sometimes use this term to eliminate the sci-fi mystique of AI.
- **Computer Vision** is an interdisciplinary field of science and technology that focuses on how computers can gain understanding from images and videos. For AI Engineers, computer vision allows them to automate activities that the human visual system typically performs.
- **Data Mining** is the process of sorting through large data sets to identify patterns that can improve models or solve problems.
- **Data Science** is an interdisciplinary field of technology that uses algorithms and processes to gather and analyze large amounts of data to uncover patterns and insights that inform business decisions.
- **Deep Learning**, a subset of Machine Learning, mimics the human brain by learning from its information-processing structures and decision-making processes. Unlike algorithms limited to a single task, Deep Learning can learn from unstructured data without supervision.
- **Emergent Behavior,** also called emergence, is when an AI system shows unpredictable or unintended capabilities.
- **Generative AI** is a type of technology that uses AI to create content, including text, video, code, and images. A generative AI system is trained using large amounts of data, so that it can find patterns for generating new content.
- **Guardrails** refers to restrictions and rules placed on AI systems to make sure that they handle data appropriately and don't generate unethical content.

- **Hallucination** refers to an incorrect response from an AI system, or false information in an output that is presented as factual information.
- **Image Recognition** is the process of identifying an object, person, place, or text in an image or video.
- **Large Language Model (LLM)** is an AI model that has been trained on large amounts of text so that it can understand language and generate human-like text.
- **Machine learning**, a subset of AI, combines computer science, mathematics, and coding. It focuses on developing algorithms and models that enable machines to learn from data and predict trends and behaviors autonomously.
- **Natural Language Processing (NLP)** is a type of AI that enables computers to understand spoken and written human language. NLP enables features like text and speech recognition on devices.
- A **Neural Network**, a deep learning technique mimicking the human brain's structure, needs large datasets for calculations and outputs, enabling features like speech and vision recognition.
- **Pattern Recognition** is the method of using computer algorithms to analyze, detect, and label regularities in data. This informs how the data gets classified into different categories.
- **Predictive Analytics** uses technology to predict future events based on historical data and patterns.
- **Prescriptive Analytics** uses technology to analyze data on possible situations, past and present performance, and resources to help organizations make better strategic decisions.
- A **Prompt** is an input that a user feeds to an AI system in order to get a desired result or output.
- **Reinforcement Learning** is a type of machine learning where an algorithm learns by interacting with its environment and is rewarded or penalized based on its actions.
- **Sentiment Analysis** also known as opinion mining, sentiment analysis is the process of using AI to analyze the tone and opinion of a given text.
- **Supervised Learning**, a type of machine learning, trains machines using classified output data to produce correct algorithms. It's more common than unsupervised learning.
- A **Token** is a basic unit of text that an LLM uses to understand and generate language. A token may be an entire word or parts of a word.
- **Training Data** is the information or examples given to an AI system to enable it to learn, find patterns, and create new content.
- **Transfer Learning** is a machine learning system that takes existing, previously learned data and applies it to new tasks and activities.
- The **Turing Test** was created by computer scientist Alan Turing to evaluate a machine's ability to exhibit intelligence equal to humans, especially in language and behavior. If the evaluator cannot distinguish between responses, then the machine passes the Turing test.
- **Unstructured Data** is data that is undefined and difficult to search. This includes audio, photo, and video content. Most of the data in the world is unstructured.
- **Unsupervised Learning** is a type of machine learning in which an algorithm is trained with unclassified and unlabeled data so that it acts without supervision.
- **Voice Recognition, or Speech Recognition**, is a method of human-computer interaction where computers listen and interpret human speech to produce written or spoken outputs. Examples include Siri and Alexa, which enable hands-free requests and tasks.

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