



Automate | Innovate | Transform

Corporate Overview



GeBBS is a leading provider of Revenue Cycle Management, Value Based Care, Risk Adjustment & HEDIS® solutions

- Serves leading Health Systems & Payers
- Headquartered in Los Angeles, CA
- An EQT Portfolio Company

www.gebbs.com

20+
years of
experience

14,000+
employees

60M+
charts coded
annually

3,000+
AHIMA / AAPC
certified medical
coders

96%
or greater
accuracy

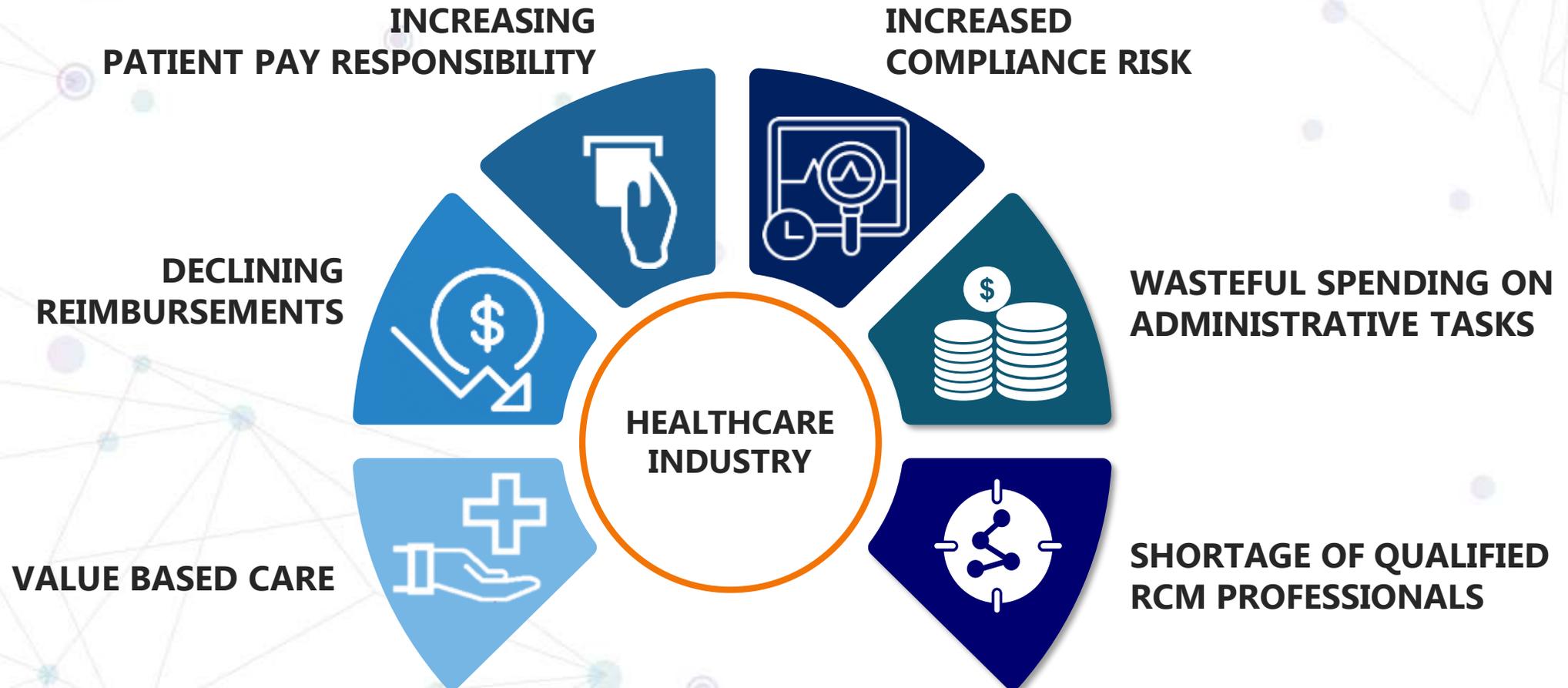
250+
clients

\$7B+
monthly AR
managed

AI-Enabled
proprietary
platforms

250K+
monthly calls
handled

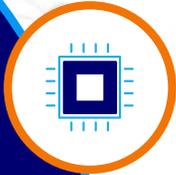
Pain Points within the Healthcare Industry



GeBBS Offers a Unique Value Proposition for Health Providers



OFFERINGS portfolio across the healthcare value chain with customizable delivery models



TECHNOLOGY & WORKFLOWS as a key differentiator and integral to our offerings



DEMONSTRATED IMPACT across operational and financial metrics for clients



EXPERIENCE of having served 250+ clients with growing market presence



DELIVERY EXCELLENCE ensured by best-in-class training and quality management processes

16 Global Delivery Centers for Customized & Flexible Delivery Models

Country	Location	Delivery Centers
 USA	Los Angeles, CA	1
	East Haven, CT	1
 India	Mumbai	6
	Aurangabad	2
	Hyderabad	1
 Philippines	North Manila	1
	South Manila	1
 Panama	Panama City	1
 Dominican Republic	Santo Domingo	1
	Santiago	1



Industry Leading Security and Compliance Certifications:

- HITRUST
- ISO 27001
- SOC2
- ISO 9001
- PCI / DSS
- AAPC
- AHIMA
- HIPAA



GeBBS Offers Solutions Across the Healthcare Value Chain...

Providers

Payers



Patient Contact Solutions

- Scheduling and Registration
- Patient Call Center Services
- Eligibility and Benefits Verification
- Prior Authorization
- Registered Nurses for Clinical and Peer Review
- Self-Pay Services
- Bilingual Capabilities



HIM Solutions

- Hospital Coding
- Physician Coding
- Compliance Audits
- Consulting
- Clinical Documentation Improvement
- Provider and Coder Education
- Revenue Integrity Services
- Cancer Registry Services



Billing Solutions

- Demographic Registration
- Charge Capture
- Edit & Rejections
- Payment Posting
- Correspondence
- Credit Balances



Accounts Receivable

- Insurance Follow-Up
- Denials Management
- Appeal Submission (Technical and Clinical)



Risk Adjustment & Quality Solutions

- Chart Acquisition & Management
- NLP enabled coding review
- Risk Adjustment & Quality Monitoring
- HEDIS® improvement through gap identification
- Real-time provider education for documentation improvement

With Onshore, Nearshore, Offshore or Blended delivery models, we can customize our delivery to your specific needs under our **FlexSource** framework

...Complemented Through Industry Leading Proprietary Technology Platforms

System agnostic and offered as SaaS or PaaS

Providers

Payers



iCW

Secure cloud-based medical coding software integrated with an autonomous coding engine

97% accuracy achieved



iCA

Customizable medical coding audit solution with analytics capabilities

\$0.5+ M missed revenue opportunity captured



iAR

Proprietary tool for skill-based routing, inventory management & reporting

80+% claims resolved within 90 days



iCB

Automated workflow tool that eliminates the redundancies and manual processing of credit balances

Up to **50%** cost reduction



iCRA

Integrated chart retrieval and coding platform with RAF score, ROI comparison, and concurrent review module

30% Increase in productivity from streamlined workflows

Rapid onboarding through seamless integration supported by robust business continuity planning processes

Powered by



Artificial Intelligence /
Cognitive Analytics Engine



Machine Learning /
Natural Language Processing



Robotic Process
Automation

Proprietary Perspective from Massive and Deep Data Sets

VOLUME

- Access to Claims and EMR data
- Present and historical data sets; Longitudinal (encounter)



VELOCITY

- 14,000+ employees
- 3,000+ AAPC / AHIMA certified coders



VARIETY

- Claims data across providers, payers and geographies
- All with a high level of Veracity/Accuracy



UNIQUE PERSPECTIVE

- Audits – Perspective before and after
- Population analytics on claims data across markets prior to submission
- AI drives operational performance



Business Excellence, Training, Recruitment, and Quality



BUSINESS EXCELLENCE

- ✓ Effectiveness Metric
- ✓ Data Mining & Strategy Models
- ✓ Capacity Planning
- ✓ Integrated End To End Process Management
- ✓ Workflow Automation in Multi-specialty Billing & Coding
- ✓ Business Intelligence & Analytics
- ✓ Robotics Process Automation (RPA)
- ✓ Natural Language Processing (NLP) & Machine Learning (ML)

Process



TRAINING AND RECRUITMENT

- ✓ Industry Certification
- ✓ Profiling and Hiring Methodology
- ✓ Skill Set Mapping
- ✓ Process Training
- ✓ Learning & Development
- ✓ Employee Satisfaction Survey
- ✓ Retention Strategy

People



QUALITY

- ✓ Voice Of Customer
- ✓ Customer Satisfaction Survey Model
- ✓ Quality Assurance Management System
- ✓ Continual Improvement
- ✓ Innovations & LEAN Six Sigma Projects

Technology



Industry Wide Recognition



Named in the List of Fastest Growing Private Companies

14 Consecutive Years



Listed in the Top 3 Largest RCM Firms

2016-2023



Leader in RCM Operations
PEAK Matrix

2020, 2022, 2023



Ranked as Top Performer in
Extended Business Office

2022



Leader in IAOP Global
100 Outsourcing List

10 Consecutive Years



Named in List of Leading
RCM Players

6 Consecutive Years

Patient Contact Solutions

Solutions

Offshore and nearshore solution with service bundling basis your requirement:

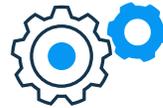
- Scheduling and Registration
- Pre-Registration
- Patient Call Center Services
- Eligibility & Benefits Verification
- Prior Authorization
- Registered Nurses for Clinical and Peer Review
- Self-Pay Collections
- Medical Data Entry
- Medical Record Retrieval
- Insurance Verification

Dedicated patient facing team based out of the United States, Philippines, Dominican Republic, and India

Advantages



Bilingual Capabilities



Proprietary workflows for automation & productivity



Scalability to meet increasing volume & work scope be it onshore, nearshore, or offshore



Large available pool of registered nurses



Industry leading SLAs

- 30-minute turnaround for emergent cases
- ABA <2%

Demonstrated impact

60k+

Calls Per Day

97%+

Patient Satisfaction Scores

<2%

Abandon Rate

HIM Solutions

Solutions

Solutions with service bundling basis your requirement:

- Physician Coding
- Autonomous Coding
- Compliance Audits
- Consulting
- Clinical Documentation Improvement
- Provider and Coder Education
- Revenue Integrity Services
- Cancer Registry Services

Onshore / offshore / flexible staffing model

Deployment of SaaS/PaaS platforms for data & workflow management:



Coding Platform



Coding Audit Platform

Advantages



High adaptability of proprietary workflows with existing client data systems



Domain expertise with min. 10-15 years experience for supervisory team

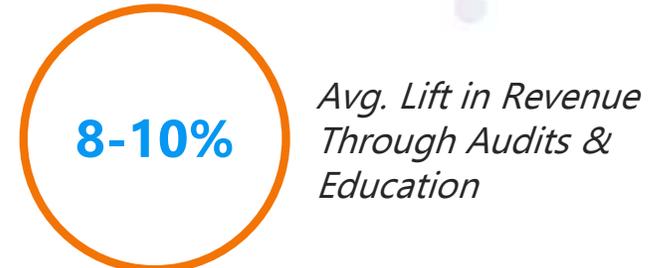


3,000+ AHIMA / AAPC certified coders



Accelerated time to scale & deploy with 60% coders having multi-specialty capabilities

Demonstrated impact



Cancer Registry Solutions

Solutions

Solutions with service bundling basis your requirement:

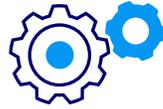
- Abstracting and Backlog Assistance
- Registry Coordination and Management
- Registrar Mentoring
- Education & Training
- Survey Preparation
- Accreditation Assistance
- Quality Assurance Auditing

Our **ODS-certified** team meticulously manages the entire spectrum of data needs, from comprehensive case finding to detailed abstraction, and ensures seamless state registry submissions with unmatched quality assurance standards.

Advantages



100% U.S. based cancer registry resources



Expertise in preferred cancer registry software, such as Metriq, CRStar, Oncolog, CNExT, Rocky Mountain, AbstractPlus, and WebPlus

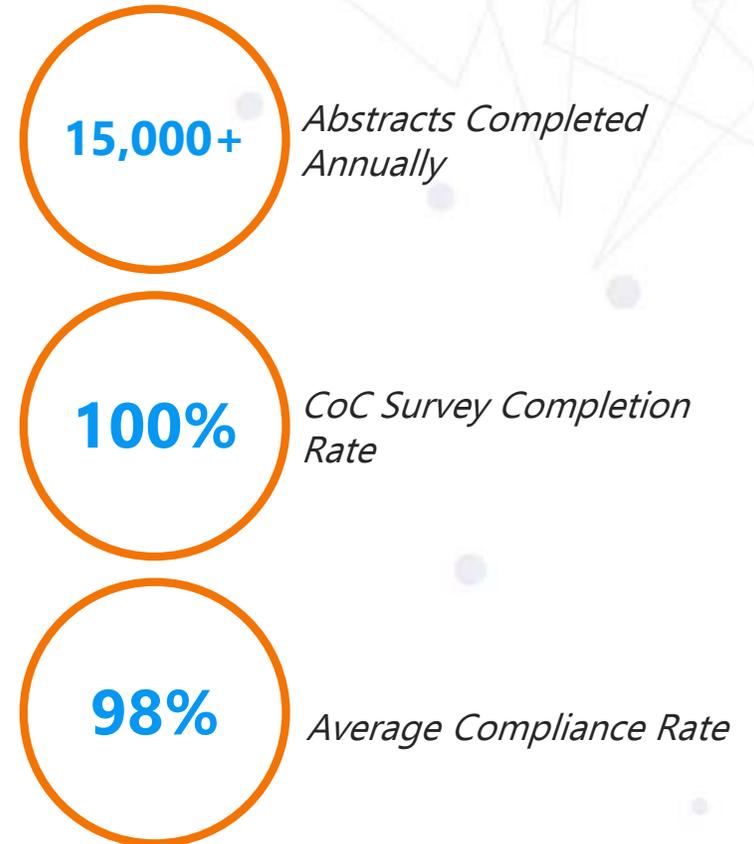


30+ State registry programs supported



Expertise in reporting standards for CoC, State Reporting Facilities, NAACCR, NAPBC, Central Registries and SEER

Demonstrated impact



Billing & Collections Solutions

Solutions

Onshore / offshore / flexible solution with service bundling basis your requirement:

- Charge Capture
- Edit & Clearing House Rejections
- Payment Posting
- Denial Management
- A/R Follow Up
- Correspondence
- Credit Balances

Deployment of technology for data & workflow management and automation

BOTS including:

- Charge Review BOT
- Clean Claim & Rejection BOT
- Payment & Contractual Compliance BOT
- Credit Balance Platform

iCB

Credit Balance Platform

iAR

Accounts Receivable Platform

Advantages



59 system agnostic BOTS with rapid learning curve



Deep domain knowledge of 55+ PAS and 35+ specialties



Accelerated time to scale / go live driven by available pool of in-house talent



Industry leading SLAs

- 24 hours TAT for 90% projects vs. 48 hours for competitors

Demonstrated impact

30%

Average Cost Savings

96%+

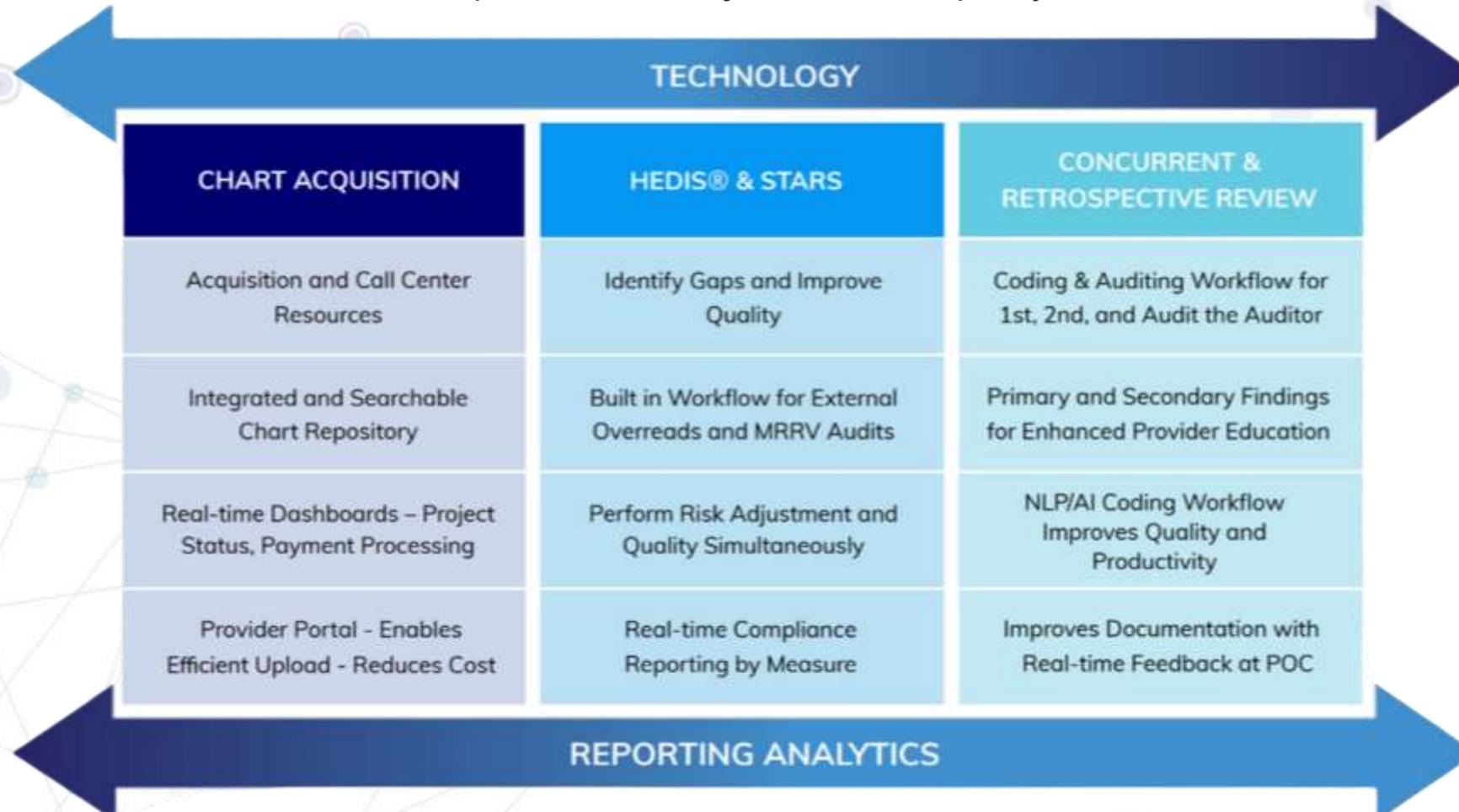
Clean Claim Ratio

98%+

Claims Reviewed and Billed within 24 Hours

Risk Adjustment Solutions

GeBBS offers payers/risk-bearing providers with a single enterprise solution to perform Risk Adjustment and quality initiatives



Built on Latest AI Technology with Deep Learning & Recurrent Neural Network

Features of our workflow platform

Chart Retrieval

- Chart acquisition platform
- Searchable chart repository

Risk Adjustment Coding

- Concurrent/retrospective review
- Complete code capture
- Coding & auditing workflow

Risk Adjustment & HEDIS[®]

- One platform for RA & HEDIS[®]
- Client-facing visualization & dashboards

Benefits



GeBBS[®]
HEALTHCARE SOLUTIONS

Forward  Thinking

**Thank
you!**

www.gebbs.com

