



The Case for Automating the Most Complicated Work First

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Appian Around the World · Washington, D.C.



One of the most important companies **you've never heard of**



HEART & LUNG

Perfusionists run the heart-lung machine



NERVE & BRAIN

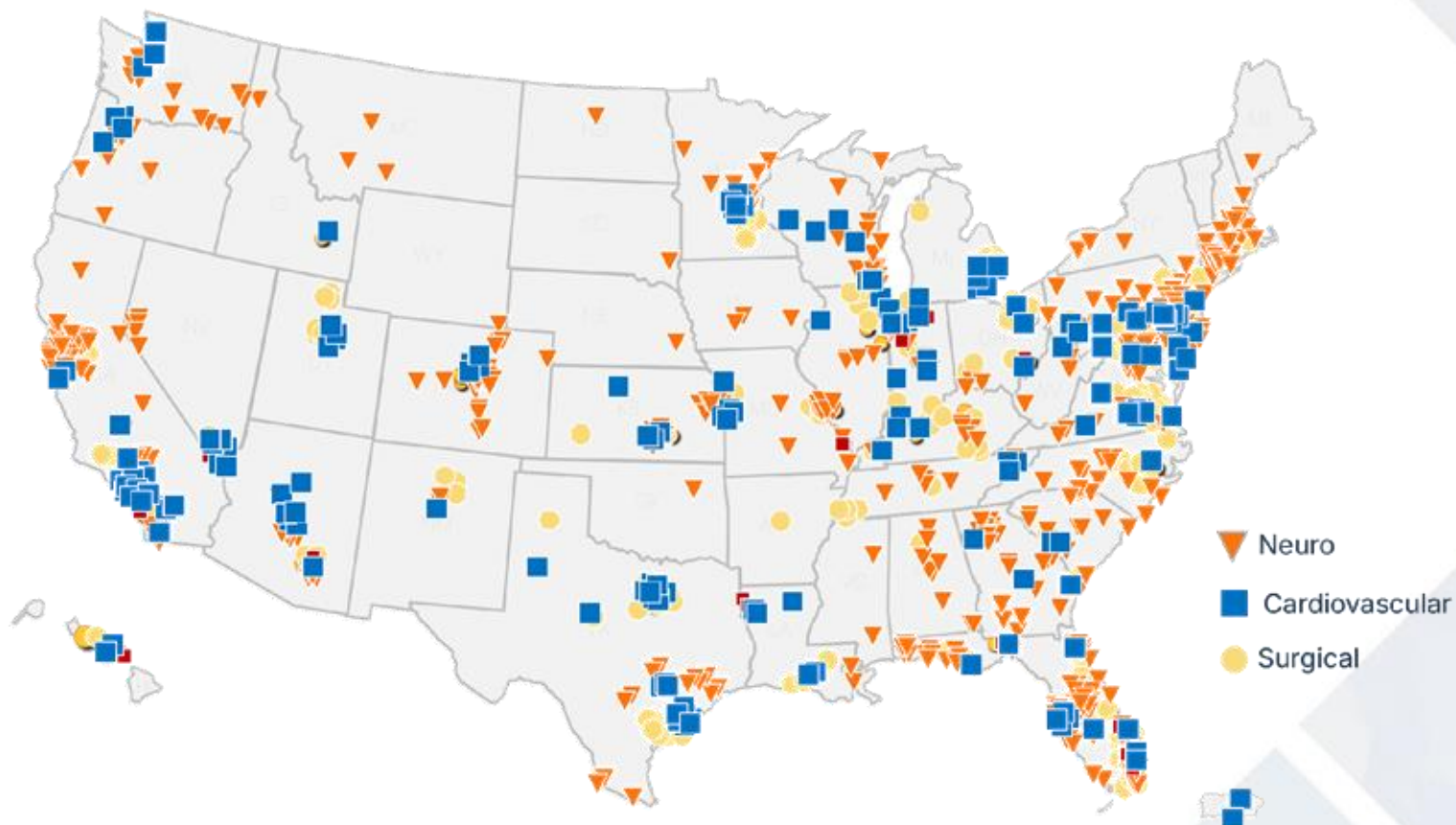
Neuro specialists alert the surgeon to changes



BLOOD CONSERVATION

Specialists return the patient's own blood

Behind the scenes in 44 states



1,200+
hospitals and surgery centers

500,000+
procedures a year

1 in 7
U.S. cardiac cases

Two challenges we had to overcome

JANUARY 2022

No Surprises Act becomes law

Patients protected from surprise bills. A new arbitration process begins.

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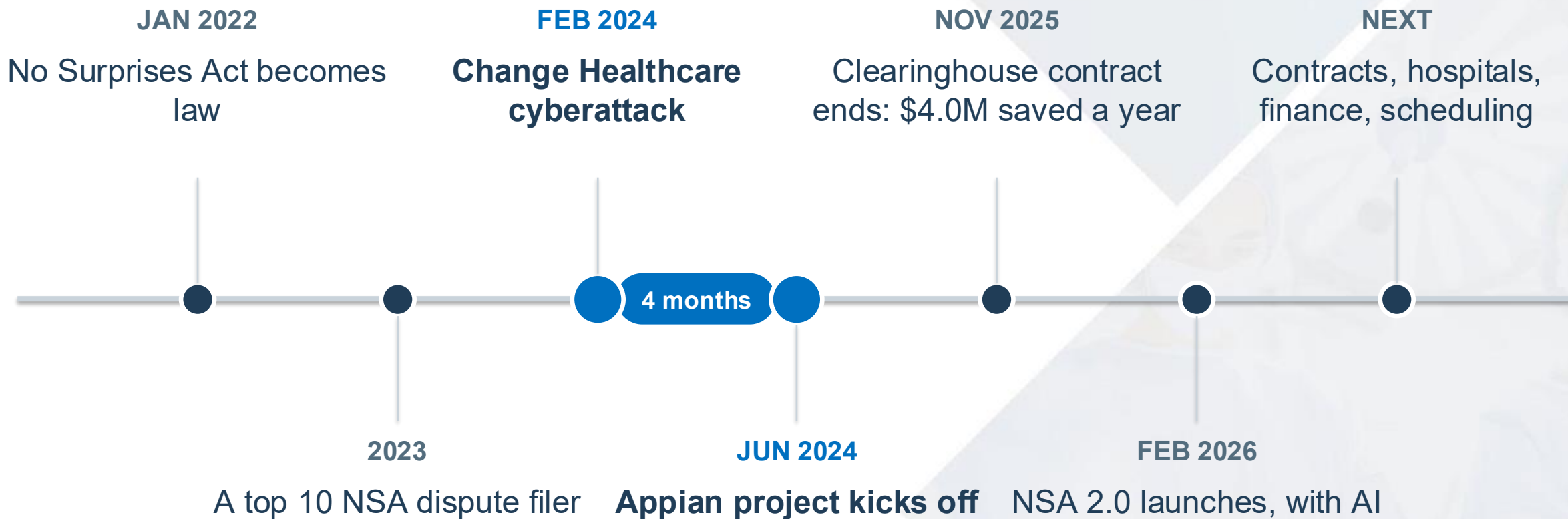
FEBRUARY 2024

Cyberattack takes down Change Healthcare

Pharmacies halted. Billions in claims frozen.

For us: 75% of commercial revenue hit

Four months from cyberattack to kickoff



Where we started

Cash posting

Pulled by hand from drives,
portals and a clearinghouse

Checks matched one by one

Manual entering of all commercial
claims daily

Coding

Cumbersome coding in
NextGen

Records requested by email
and fax

Required to touch all claims, even
unbillable

A/R

Context re-researched on
every touch

Appeal letters sent by hand

And our patient billing data sat outside our walls

Where we are now

Cash Posting

50%

time improvement

Deposits and remittances
pulled in automatically

Coding

55%

time improvement

Unbillable claims coded
automatically; codes
suggested

A/R

45%

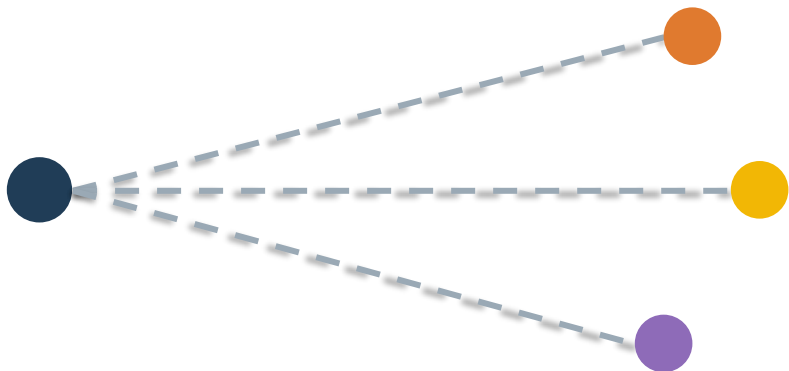
time improvement

Encounters adjusted
automatically; appeal
documents generated

Data back inside our walls · \$4.0M a year saved when the clearinghouse contract ended

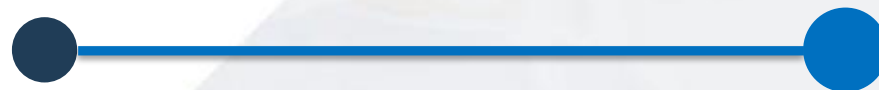
“This is really complicated. I don’t know if Appian can do it.”
That’s exactly why I want Appian doing it.

Done from memory



Three people, three answers

Done in Appian



The same way, every time

The **right tool** for each job

Rules & tables

Structured data

Used extensively, one step short of AI

Text matching

Predictable text

Coding suggestions: 99% correct on audit

AI

Unstructured data

Medical records, payer emails, face sheets

Appian, working across our existing systems

AI where **nothing** arrives the same way twice

~1,200

claims a month

**Medical record
summaries for
arbitrators**

~6,000

emails a month

**Payer emails matched
to disputes**

~6,000

cases a month

**Hospital face sheets
read into intake**

Two lessons from our CEO

Dr. Sam Weinstein · SpecialtyCare Annual Manager Meeting, February 2026



Didn't feel ready. Led anyway.



No crown. He sent Goliath.



Appian World 2025

As managers, how do we lead with all of this AI coming at us?

The question Marc Wilson, Appian co-founder, asked on stage



Appian World 2025

AI is one more tool.
Leaders still decide where it fits.

Appian for the most complicated work

AI for unstructured data

People for higher-level work



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Thank you

Mike Pope · SpecialtyCare

