5 Capabilities

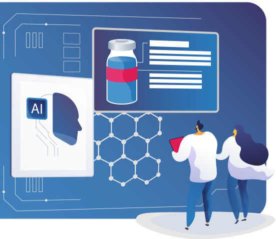
Healthcare Providers Rely on Sutherland to Deliver:

- ✓ Better Experiences
- ✓ Stronger Revenue Performance
- ✓ Enhanced Clinical Operations

Discover Which Solutions Your Competitors Already Use >>

What is Sutherland?

Sutherland is an experience-led digital transformation company. Our mission is to deliver exceptionally engineered experiences for customers and employees today, that continue to delight tomorrow.



55,000+

Employees across 60+ locations globally

30+

Proprietary Platforms

80B+

Customer records managed

39.4M+

Automated man-hours

We Solve Your Challenges With

- Transformation & Innovation
- Transformation "As-a-Service"
- Business Process Services
- Technology & Platform

How Do We Help Providers?

1. Credentialing & Enrollment Services

We help you unlock faster reimbursements and speed-to-care –powered by Sutherland's proprietary SmartCred® automation platform. We streamline the workflows, eliminate errors,and reduce administrative costs - so you can focus more on patient care while staying fully compliant.

CVO NCQA-certified and URAC-accredited

1.2M+ Providers credentialed annually

99.9% Accuracy score

90% Completed within 48 hours

What Do We Offer?

- Individual, Group, CAQH Enrollment and Maintenance
- Prescreening to Application Submission
- Primary Source Verification to Follow-ups
- Privileging & Licensing

2. Enhanced RCM Solutions

We help you simplify billing operations, deliver faster claims processing with less effort, increase cash flow with reduced cost-to-collect, while reducing denials.

Our end-to-end solution portfolio includes Patient Access Solutions, Provider Lifecycle Solutions, Medical Coding and Complete RCM

Solutions including Patient Accounting.

3B+ RCM Collections

28M+ Patient visits billed

99.9% Accuracy score

90% Completed within 48 hours

Case Study

We optimized RCM for one of the largest care providers, improving their collections rates and productivity and reducing the need for manual intervention.

670,000+
Patients

20+
Health centers and hospitals

2.5M+
Outpatient visits annually

3. Prior Authorization

Powered by Sutherland **SmartAccess** solution revolutionizes pre-authorization workflows in healthcare, offering an integrated platform designed for efficiency and precision.

80K+ Authorizations automated manually

30% Improvement in productivity

70% Reduction in cancellations/ reschedules due to no-shows

100+ Pre-auth specialists

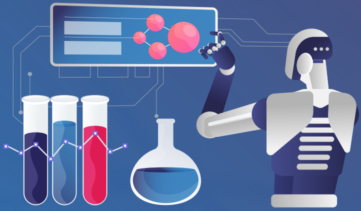
Case Study

Sutherland prior authorization solution helped a client to streamline processes with real-time checks, touchless approvals for eligible cases, and simplified submission of additional clinical information.

FASTER – Turnaround time

IMPROVED – Efficiency (real-time approvals)

BROAD – Payer Access (Over



4. Patient Experience Solutions

Grow your call center into an engagement center of the future with tailored CX management solutions. We design and implement smart omnichannel journeys covering the entire patient experience lifecycle – from acquisition to service and retention.

500M+ Interactions handled annually

100+ Digital CX products, platforms, and accelerators

>40 Language supported

>30% Operational cost savings

Case Study

We partnered with a large physical therapy organization, managing 500K+ visits yearly across 190+ clinics, to transform contact center operations and improve patient experience and revenue performance.

42%

increase in converted leads

>30%

Improvement in call-answer rate

>98%

Increase in coding quality

5. Autonomous Coding Solution

Sutherland's Smart MedCoding is a full-spectrum Autonomous Coding Solution that blends AI-powered automation, intelligent analytics, and 15+ years of industry-leading coding expertise. The result? A tailored, fully scalable platform that slashes costs, improves accuracy, and drives real growth.

150%

Boost in coder productivity

70%

Reduction in costs

80%

Fewer denials

1% - 4%

Increase in RVUs

500K+
Charts per month

300+
Coding Specialists

>8K
Charts coded per hour

>96%
Coding accuracy

What Do We Offer?

AI-driven Autonomous Coding

Fast, accurate coding for inpatient, outpatient, and professional billing

Expert Validation

Human review for low-confidence case to cut denials and boost compliance further

Smart Pre-bill Review

Optimize charge accuracy and first-pass payment success

Continuous Compliance

Stay audit-ready with real-time monitoring and adaptive learning

6. Digital Engineering Services

Unlock accelerated modernization in healthcare with tailored engineering services that drive seamless integration of healthcare systems including EHR, automate workflows, and optimize cloud ecosystems to help you deliver better patient outcomes.

50% Less cycle times manually

30% Improvement in productivity

>10% Less cost-to-collect

>95% Increase in patient satisfaction scores

What Do We Offer?

Healthcare Digital Transformation Consulting

Digital Patient Experience Engineering

Digital Operations

(Provider Enterprise Business Services, end-to-end IT and Cloud Operations, Cybersecurity)

Digital Applications

Proprietary AI-powered solutions across credentialing, patient survey, experience & secured data exchange)

Digital Foundation

(AI & automation, Advanced Analytics, Data Engineering, Legacy data archival, cloud migration and more)

Don’t Get Left Behind.

Contact Sutherland Today to Explore the Advantages Your Competitors Don’t Want You to See.

Artificial Intelligence. Automation. Cloud Engineering. Advanced Analytics.
For Enterprises, these are key factors of success. For us, they're our core expertise.

We work with global iconic brands. We bring them a unique value proposition through market-leading technologies and business process excellence. At the heart of it all is Digital Engineering Services – the foundation that powers rapid innovation and scalable business transformation.

We've created 363 unique and independent inventions, 250 of which are AI-based and rolled up under several patent grants in critical technologies. Leveraging our advanced products and platforms, we drive digital transformation at scale, optimize critical business operations, reinvent experiences, and pioneer new solutions, all provided through a seamless "as-a-service" model.

For each company, we provide new keys for their businesses, the people they work with, and the customers they serve. With proven strategies and agile execution, we don't just enable change – we engineer digital outcomes.

SUTHERLAND®
digital outcomes.

sutherlandglobal.com

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