

Case Study: Finding an ENT Specialist

Patient needed an otolaryngology specialist for a neck biopsy in Valdosta, GA

Appointment needed to be scheduled immediately

1 Milu Data

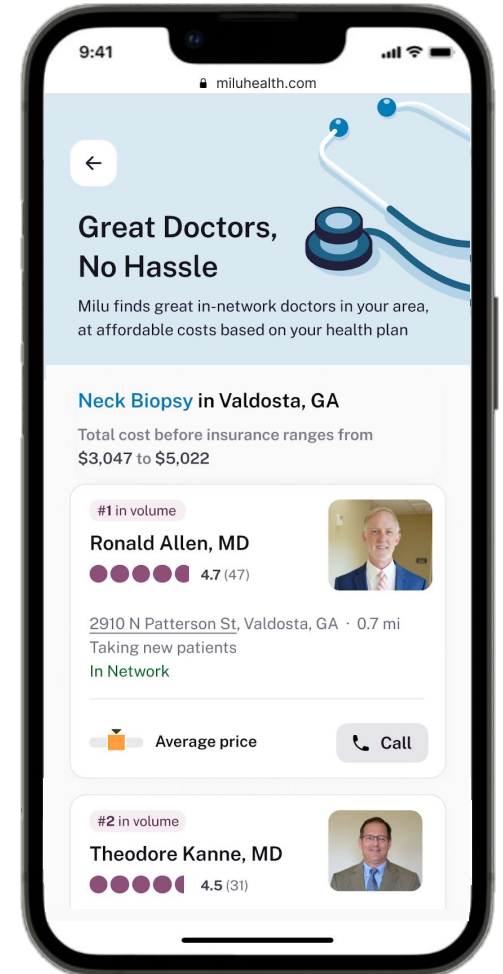
Milu identified top ENT specialists within a 30 minute drive who had performed the most neck biopsies in the past 2 years

2 Milu Review

Milu confirmed in-network status, typical pricing, and availability of appointments for the top doctors

3 Patient Appointment

Patient was able to schedule an appointment with a trusted, quality doctor near them and get the care they needed quickly



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Case Study: Fighting a \$509 out of pocket bill

Patient went in for a cancer screening, received out of pocket bill not covered by insurance

Hospital had pushed them to sign a document assuming financial responsibility before they received a gynecological exam

1 Milu Review

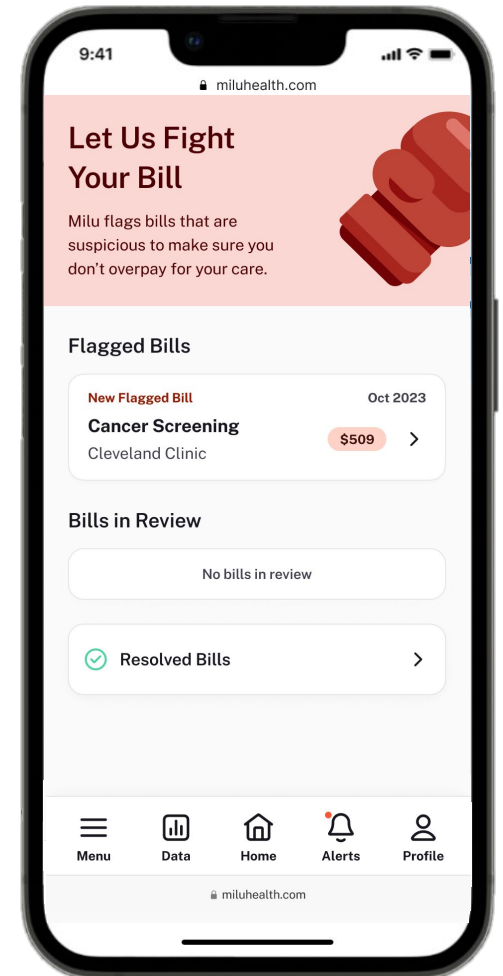
Milu's team of insurance claim experts worked with the patient to receive an itemized bill and reviewed the billing codes

2 Error Found

Milu identified that incorrect codes were billed by the hospital. Milu spoke with the hospital who agreed with the error.

3 \$509 Saved

The hospital resubmitted the bill to insurance with the appropriate billing codes. The patient's out of pocket bill was waived, saving them \$509



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Case Study: Comparing Shoulder Surgeons

Employee needed a shoulder surgery (rotator cuff repair) in Lexington, KY

They had been referred to a surgeon, but were not sure if they were the right doctor for them.

1 Milu Data

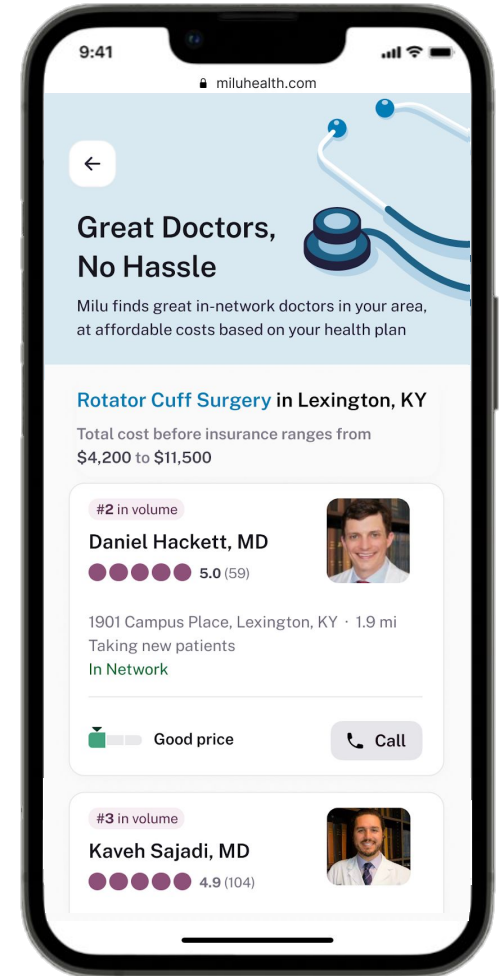
Milu reviewed top shoulder surgeons in Lexington, KY based on volume of rotator cuff surgeries in the past 2 years and patient reviews

2 Better Options

Milu's data showed that this surgeon was not in the top 50% of local surgeons by volume. Milu found 3 other options for the patient.

3 Patient Decision

The employee reviewed the information and selected another surgeon, who performed rotator cuff surgery more frequently



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