IKS
HEALTH
Quality Practice. Quality Care.

Media Kit

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IKS Health enables the enhanced delivery of exceptional healthcare for today's practicing physician, medical groups and health systems. Supporting healthcare providers through every function of the patient visit, IKS Health is a go-to resource for organizations looking to effectively scale, improve quality and achieve cost savings through integrated technology and forward-thinking solutions. Founded in 2007, the 4,500+ member strong workforce at IKS Health includes close to 700 physicians, 150+ technicians along with 3000+ revenue cycle management professional and manages more than $6 billion in revenue for more than 30,000 client physicians throughout the United States.

Our integrated solutions include - financial solutions (including revenue generation, revenue capture, revenue collection and revenue protection), practice solutions (including software, implementation, analytics, training and support) and clinical solutions (coding, compliance review, utilization review and other services that utilize trained clinicians in India).

Working with IKS Health, our customers are able to improve their profitability through increased revenues and reduced expenses; reduce their AR and improve cash flow; improve visibility, control and compliance; and leverage our scalable infrastructure to support their growth.

For more information, please visit us at: http://www.ikshealth.com/.

News Center

Media Headlines

Opinion | The Healthcare ecosystem needs fundamental transformation

LiveMint | August 10, 2020 | Sachin K. Gupta

- *Driving patient behaviour change can only be done if we make significant investments in collecting, curating, processing, leveraging data*
- *Care delivery systems looking to make meaningful impact through data face a number of challenges, the most critical one is collecting data from various sources*

Prevention is better than cure. There couldn't be a better time to apply this adage to the healthcare delivery system than now. The care delivery system globally has been built primarily around large health systems, hospitals and facilities to deal with specific acute care episodes, procedures and emergencies. This approach has served to increase the total cost of care because it focuses on treatment of diagnosed conditions and not on the overall health of the population.

Healthcare systems across the globe have started to recognize the importance of taking care of an individual early in the care continuum, especially to manage chronic conditions. Coordinating care across the care continuum is a key challenge and moving to proactive care requires effectively stratifying the population, understanding the potential disease risks and engaging patients at the right place and the right time. As the COVID pandemic accelerates the move to virtual/remote care, it opens up the possibility of engaging the patients in their living rooms, moving beyond the exam room. Driving patient behaviour change can only be done if we make significant investments in collecting, curating, processing and leveraging data. This includes all manifests of data related to a patient: their past medical, family and social history (PMFSH), their interactions with the healthcare ecosystem and financial data related to care delivery.

Care delivery systems and physician enterprises looking to make a meaningful impact through data face a number of challenges, the most critical one is collecting data from various sources and across care settings because of lack of interoperability and lack of digitization. Another key challenge is to curate and process it into discrete data which is difficult given that a lot of data is in physical form or images. Other challenges include storage, security, ownership and making it available in the form of actionable insights.

All key stakeholders in the care delivery system suffer because of lack of the right data at the right time. For patients it affects safety because social or medical history is not recorded / available in electronic form, which could lead to clinical errors. Physicians spend more time reordering tests or searching for results, which could lead to delays or errors in medical judgement due to lack

of all information related to the patient. For the broader Healthcare system, it increases the overall cost of care with duplicate testing and repeat diagnosing. These are the manifestations of 'avoidable suffering' as described by Dr. Thomas H. Lee and Deirdre E. Mylod in their essay in HBR in 2013. The 'avoidable suffering' that comes from the dysfunction of the Healthcare system and how we have become used to it instead of fixing it.

Through the history of the medical profession, it has been the physician's role to gather patient data to determine the right treatment path. In the past, this information was documented only to a small degree, focused on the immediate needs of the patient. However, with increasing administrative and clinical complexity, Physicians need support and tools to ensure that they have the precise insights and data needed to make the right clinical decisions.

Taking away their burden to collect, curate, stratify and tabulate patient data is critical so they can focus on caring and curing for the patients. We often ignore that a physician's job involves a significant amount of emotional labour, the term coined by Dr. Hochschild, referring to the emotional requirements of a job. A physician is expected to build trust with the patient and their family quickly, so they follow their professional advice. A physician is expected to make life and death decisions objectively, while leaving aside personal gain, exhaustion or trauma. This needs tremendous mental and emotional energy, which today is wasted because of lack of a strong foundation built on data.

Healthcare enterprises need to make that journey from digitization of all data

where it is stored in an electronic form, to digitalization of data such that it is stored, classified and available in the right discrete structures to leverage advanced data science tools to enable Digital Transformation of how care is delivered.

In this journey, it is important to keep into account the needs of all stakeholders in the care delivery system. However, the most important factor is to ensure that all processes are designed around the most important relationship in healthcare - the patient-physician relationship. Physicians are at the centre of driving change and improvement in a care delivery system. Helping them restore the primacy of the patient-physician relationship by giving them the right data at the right time to drive proactive care instead of reactive care is the only path to deliver a radically different and significantly more efficient healthcare ecosystem.

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Spokespeople Profiles

Sachin K. Gupta, President and Chief Executive Officer

Joe Benardello, Co-Founder and Chief Growth Officer

Dr. Shane Peng, Chief Clinical Services and Innovation Officer

Abhay Srivastava, Chief Human Resource Officer

Gaurav Jain, Senior Vice President, Technologies

Mr. Sachin K. Gupta leads IKS Health as the company's first **Chief Executive Officer, President, and member of the Board of Directors.** Mr. Gupta co-founded IKS Health in 2007 with the goal of building a physician enablement company to help provider enterprises deliver better, safer & more efficient care. Armed with a unique blend of entrepreneurial spirit, executive acumen, and strategic vision, Mr. Gupta continues to shape and lead the organization on the path of rapid growth and success.

Prior to founding IKS Health, Mr. Gupta served as a Director of Strategic Accounts at Lionbridge Technologies, a leading technology enabled service provider. Mr. Gupta led the healthcare provider initiatives at Lionbridge which included partnering with Beverly Enterprises (now Golden Living) in its very successful financial turnaround. Mr. Gupta has a successful history of working in and /or building technology enabled organizations such as Majoris (now Valtech), Rolta and Selectica that enabled Fortune 500 Enterprises to operate more efficiently.

SACHIN K. GUPTA
CHIEF EXECUTIVE OFFICER

Since co-founding IKS Health in 2007, our **Co-founder and Chief Growth Officer**, Joe Benardello has led the organization's strategy and marketing as the organization has grown to serve many of the United States premier health institutions. Addressing the ever-changing challenges and trends of the healthcare industry, he drives solution design, implementation, and delivery to fundamentally address the regulatory, technological, and fiscal challenges facing healthcare organizations today.

With a background in technology, Mr. Benardello served as Vice President at Lionbridge Technologies for several lines of business inclusive of healthcare. He joined Lionbridge Technologies from eTesting Labs, where he built and led the go-to-market strategy. Under his leadership, eTesting Labs was strategically acquired by Lionbridge Technologies in 2002.

JOE BENARDELLO
CO-FOUNDER & CHIEF GROWTH OFFICER

As the **Chief Clinical Services and Innovation Officer,** Dr. Shane Peng has created a new business platform integrating multiple regional physician organizations with regional post-acute and ambulatory assets under a single organizational, operational and clinical structure to deliver a comprehensive system of care to achieve the 'Quadruple Aim'.

Dr. Peng has nearly two decades of senior health care executive leadership with multi-state health care systems. He has deep expertise in physician groups, health plans, PBM operations and value-based care models.

He is a veteran in the healthcare world and a national leader in Clinical Quality, Innovation, Physician Performance and engagement demonstrating competence with board of trustees, physicians, religious sponsors, employees, community leaders and elected public officials. Dr. Peng has served on the board of 450,000 member Health Plan, Full Path-Through Pharmacy Benefit Management Company, Midwest Health Initiative and AMGA, an organization that has over 175,000 physician members, delivering care to one in three Americans.

DR. SHANE PENG
CHIEF CLINICAL SERVICES AND INNOVATION OFFICER

As **Chief Human Resource Officer** at IKS Health, Mr. Abhay Srivastava plays an integral role in building an environment conducive for professional growth and in creating a culture marked by agility, focussed execution, collaboration, empowerment and respect. He is extensively involved in developing and implementing talent strategies that will support high growth and realise IKS Health's vision of becoming an organization that delivers insights. Mr. Abhay works closely with operations and foundational teams to ensure high levels of customer satisfaction. To fortify IKS Health's people processes, he leads organizational practices to enable better career alinements, employee experiences, and sustainable workforce. He is also involved in steadfastly building teams with capabilities to drive penetration of IKS Health's products with its clients. His portfolio includes managing people, processes and systems across India as well as in the US.

Mr. Abhay Srivastava has a rich experience spanning over 25 years in managing talent and spearheading team building policies. Prior to IKS Health, he has worked in Cipla, Piramal Pharma and Dr. Reddy's. He has also worked with the Government of India in the capacity of a civil servant. He is an alumnus of Delhi University and Symbiosis Institute of Business Management.

ABHAY SRIVASTAVA

CHIEF HUMAN RESOURCE OFFICER

Gaurav Jain leads a strong technology team that has been instrumental in the design, development and delivery of emerging technology solutions and services that support the full spectrum of IKS Health services and its expanding business.

Gaurav has been associated with IKS Health since its inception and has built the technology team from scratch. Gaurav is a passionate advocate of the need for organizations, particularly in the Healthcare sector, to develop the capacity to both imagine and execute technical innovation.

GAURAV JAIN

Senior Vice President, Technologies

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