

Transparency Assessment

How much do you really know about your recovery operations?

Transparency is about visibility and insight into your subrogation recovery operations.

Please circle the response that is most correct for the statement. If you manage subrogation in-house AND also outsource part of your operation, answer both sections for the respective operation.

If you manage subrogation in-house...

Answer questions as they relate specifically to your in-house operation only.

I know what my recovery results are overall.

Yes Somewhat No Uncertain

I know what my recovery results are by line of business (Fully Insured, ASO, Medicare, etc.).

Yes Somewhat No Uncertain

I know what my recovery results are by accident type.

Yes Somewhat No Uncertain

I know what my recovery results are by FTE.

Yes Somewhat No Uncertain.

I know how many cases a fully trained FTE should be able to work.

Yes Somewhat No Uncertain

I know how many dollars/cases are in Pending/Active status.

Yes Somewhat No Uncertain

I know what the recovery percentages are and should be ideally.

Yes Somewhat No Uncertain

I know what we are closing without collection (false positives) and the reasons.

Yes Somewhat No Uncertain

I know which recovery provisions in my various summary plan descriptions are more effective than others.

Yes Somewhat No Uncertain

My customers can access customizable reports to meet their reporting needs.

Yes Somewhat No Uncertain

I am able to benchmark my performance against prior years or other reference data.

Yes Somewhat No Uncertain

I can produce executive management reporting with drill-down capabilities at any time for any time period for any group/division.

Yes Somewhat No Uncertain

I am able to demonstrate clear ROI for the recovery program to my executive management.

Yes Somewhat No Uncertain

Management is a strong supporter of the recovery program.

Yes Somewhat No Uncertain

I am satisfied with the level of transparency I have into my subrogation operation.

Yes Somewhat No Uncertain

If you use subrogation vendors for all or part of your recoveries...

Answer questions as they relate specifically to your outsourced vendor-managed operation only.

I know what my recovery results are overall.

Yes Somewhat No Uncertain

I know what my recovery results are by line of business (Fully Insured, ASO, Medicare, etc.).

Yes Somewhat No Uncertain

I know what my recovery results are by accident type.

Yes Somewhat No Uncertain

I know how many dollars/cases are in Pending/Active status.

Yes Somewhat No Uncertain

I know what the recovery percentages are and should be ideally.

Yes Somewhat No Uncertain

I know what we are closing without collection (false positives) and the reasons.

Yes Somewhat No Uncertain

I know which recovery provisions in my various summary plan descriptions are more effective than others.

Yes Somewhat No Uncertain

My customers can access customizable reports to meet their reporting needs.

Yes Somewhat No Uncertain

I am confident the vendor is working all the data, not "cherry-picking" cases.

Yes Somewhat No Uncertain

My data is loaded quickly and cases move through the recovery process fluidly.

Yes Somewhat No Uncertain

I am able to benchmark vendor performance against prior years or other reference data.

Yes Somewhat No Uncertain

I have access to a variety of standard and ad hoc reports and drill-down capabilities at any time for any time period for any group/division.

Yes Somewhat No Uncertain

I am able to demonstrate clear ROI for the recovery program to my executive management.

Yes Somewhat No Uncertain

Management is a strong supporter of the recovery program.

Yes Somewhat No Uncertain

I am satisfied with the level of transparency I have into my subrogation operation.

Yes Somewhat No Uncertain

How transparent are your recovery operations?

Give yourself 2 points for each “Yes” response and 1 point for each “Somewhat” response. “No” and “Uncertain” responses receive 0 points. If you answered both quizzes because you have both in-house and vendor-managed operations, rate each quiz separately against the scale. (In other words, don’t total the two scores; evaluate each separately so you can compare transparency between the two operations.)

24-30

Excellent visibility and transparency. You’ve worked hard to realize this level of insight into day-to-day operations and management reporting and probably feel like you have a good handle on what is happening. Insights are strong enough to drive process improvements, support decision making, and establish ROI.

18-23

Reasonable visibility but some trouble spots annoy. You’re getting information and perhaps a lot of it, but it may be spotty in places, not drill deeply enough, or not be presented in a way you can use to influence process improvements or drive decisions.

12-17

You have basic information but not enough to understand and improve recovery performance. Many recovery efforts are stalled in this no-man’s land, where you can never be sure how you’re really doing or predict what will happen next, much less drive process improvements or decision making. Reporting raises questions you can’t answer.

7-11

You have limited information about what is going on. There may be any number of reasons for this lack of visibility and insight into operations—lack of organizational priority, skimpy dedicated resources, vendor reporting limitations—but you probably have more questions than answers.

0-8

Total lack of visibility and transparency. You’re trusting others to do a good job or subrogation is a low priority pursuit. Either way, there is very little information to help management understand recovery operations or performance.

About Discovery Health Partners

Discovery Health Partners helps organizations reduce and contain healthcare spend through intelligent cost containment solutions. We are specialists in technology, services, and solutions for Subrogation, Overpayment (including Coordination of Benefits and Dependent Eligibility Verification), and Information Analytics. Our mission is to help health payers and self-insured organizations produce savings in excess of 10% of annual paid claims by integrating advanced technology, information analytics and improved business process for superior identification and transparency. Working with Discovery Health Partners, clients realize improved recoveries, reduced cost, better control, and new levels of insight.

For more information about Discovery Health Partners, visit www.discoveryhealthpartners.com or contact David Grice, 678.296.8518 or dgrice@discoveryhealthpartners.com.