



CASE STUDY

Subrogation solution delivers better results with powerful analytics and optimized workflow

Next-generation Subrogation solution drives millions in recoveries for health plans

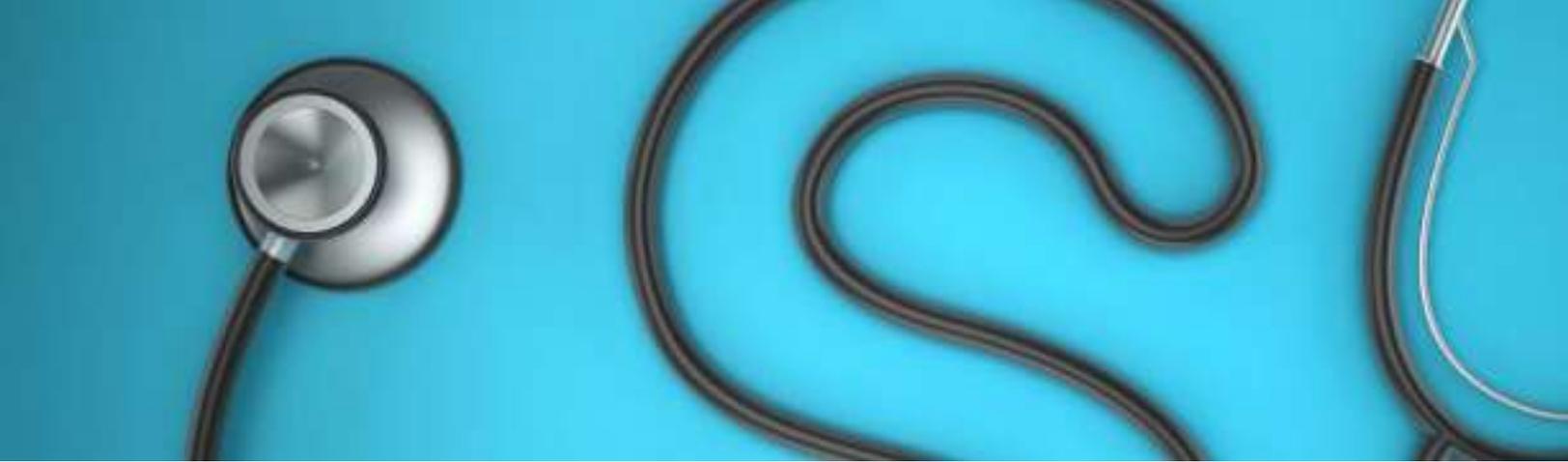
Discovery Health Partners' Subrogation solution has a proven track record of helping leading health plans generate measurably better results from their subrogation programs and deliver millions in recoveries. These results were driven by our Subrogation solution's combination of powerful data mining and analytics with state-of-the-art workflow for unparalleled visibility, reduced costs, and improved recoveries.

Our next-generation Subrogation solution is available as a fully outsourced business service or in-house technology model, enabling you to combine your existing processes, expertise, and experience with powerful software tools to realize better recoveries faster, and with lower costs.

Discovery Health Partners believes people are an essential component of successful client relationships and the driving force behind the results we deliver. We have built a highly skilled and knowledgeable investigation and call center team, with rigorous training and continuous education for our legal team of attorneys and paralegals. Every client is assigned a dedicated Account Manager to ensure the highest levels of customer service and partnership. Our Account Managers take a proactive approach to delivering visibility, accountability, and better results, like those showcased below.

Advanced solutions drive better results

- A prominent regional health plan with 110,000 members partnered with Discovery Health Partners to strengthen its payment integrity initiatives, including its subrogation program. The plan was dissatisfied with the volume of subrogation recoveries from its incumbent vendor, and with the general lack of performance information and reporting options available.



Our Subrogation solution's data mining and analytics engine identified more opportunities for subrogation, with a higher degree of accuracy, while the solution's case management tools provided a sophisticated platform for improved business processes and member sensitivity. Most importantly, the solution included flexible and extensive reporting and dashboard capabilities, so the client has full visibility into its subrogation program and the power to track financial performance against benchmarks.

Over a two-and-one-half year period, the health plan recovered \$6.5 million using our Subrogation solution. Based on the success of this program, the health plan has expanded its relationship with Discovery Health Partners to include several additional payment and revenue integrity solutions, including Coordination of Benefits and Medicare Secondary Payer (MSP) Validation, and has improved its bottom line by over \$22 million since implementation.

- A community health plan with 207,000 members located in the Northeast managed its own subrogation program internally, relying on manual processes and paper records. The plan engaged with Discovery Health Partners in an effort to streamline its program, leverage legal best practices, and increase recoveries.

Our solution provides an end-to-end analytic and case management platform, automating many previously manual tasks and allowing the plan to leverage legal expertise that isn't available in house. It also enables the client to actively monitor its subrogation program against benchmarks in real time through a web-based dashboard. This insight into open opportunities, combined with the ability to forecast future recoveries, allows the plan to more accurately manage and improve key performance metrics. The health plan realized subrogation recoveries of nearly \$5.5 million in the first two years of the program. The plan considers Discovery Health Partners to be a vital business partner and trusted advisor, and has engaged us for additional payment and revenue integrity solutions.

- A regional Blues health plan wanted to modernize its subrogation operation and empower the in-house team to work more efficiently to deliver better results. As part of this effort, the health plan wanted to move from paper storage to state-of-the-art integrated case management, and from manual reporting to user friendly, on-demand analytics. It also wanted to support and enhance existing prepayment processes, while creating a stronger recovery-based model. Most importantly, the health plan wanted to maintain control over the recovery process by relying on its in-house team.

The health plan implemented our subrogation solution in an in-house model, which has enabled their team to coordinate the prepayment process and manage recovery operations via a cloud-based application. Discovery Health Partners worked hand-in-hand with the health plan to customize the solution to align with its business priorities, specifically an emphasis on cost-avoidance, and train client employees in realizing all of the system's capabilities.

On-demand analytics and case management tools enable the client to manage all aspects of subrogation, with greater program transparency than before, while keeping costs and resource investments manageable.



About our team

The Discovery team includes more than 200 experts in healthcare operations, technology, and analytics who deliver exceptional results for more than 60 health plans. Our proven approach is built on:

Technology. Our next-generation solutions are built on our HIPAA-compliant, secure Healthcare Analytics Platform.

Client focus. Each client is partnered with an Account Manager who helps them navigate the complex intersection of data, technology, and healthcare.

Flexibility. Our consultative approach helps us identify how our solutions can serve each of our client's unique needs.

Transparency. We offer visibility into each step of our approach, our process, and your results.

Results. We are committed to delivering measurable business impact for each of our clients.



About Discovery Health Partners

Discovery Health Partners offers payment and revenue integrity solutions that help health payers improve revenue, avoid costs, and enhance the member experience. We offer a unique combination of deep healthcare expertise and analytics-powered technology solutions to help our clients improve operational efficiency, achieve financial integrity, and generate measurable results.



Contact us

Learn how Discovery Health Partners can help you optimize your payment integrity program and maximize your results.