

Improving payment integrity results with thorough analysis and planning

Regional health benefits company

This healthcare payer spends **\$6 billion** a year paying claims on behalf of **2 million** members. But by just how much is their payment integrity program coming up short?

Challenge

How to increase payment recoveries and cost avoidance

Solution

A comprehensive assessment of the entire payment integrity program via a Payment and Revenue Integrity Assessment from Discovery Health Partners

Measure

Measure performance across all payment integrity disciplines

Benchmark

Compare plan performance in each area to industry benchmarks

Analyze

Analyze performance, process, and technology to identify gaps and opportunities

Plan

Create a roadmap to implement enhancements



Findings

- Identified actionable steps to **double** recoveries from \$40 million to \$80 million in just 18 months
- Found that **80%** of recoveries come from 5 key cost containment areas
- Found that 3 of the 8 recovery work teams bring in **75%** of recoveries
- Identified **6 recovery areas** with significant recovery opportunities

With an average 5-8% error rate for claim payments, plans need better analytic tools, processes, and resources to measure the effectiveness of their efforts. Our Payment and Revenue Integrity Assessment addresses how plans can use time, resources, and money wisely while trying to optimize revenue, recover as many dollars as possible, and minimize future errors.

