



SUPPLEMENTAL COORDINATION OF BENEFITS

Increase claims recoveries and avoid future expense

Industry research indicates that as much as 5% of total health plan membership has other insurance coverage. In this context, paying claims incorrectly due to incomplete or inaccurate member eligibility data can have a multi-million dollar impact on your health plan's bottom line. In addition, claims coordination errors generate substantial downstream administrative costs and can have a negative effect on provider and member relationships.

The Discovery Health Partners Supplemental Coordination of Benefits (COB) solution helps our clients identify additional instances of other coverage, maximize their recoveries, and drive future cost avoidance. Our experts work in partnership with your in-house team to complement your existing COB capabilities using data mining and analytics to identify opportunities for recovery that may have gone previously undetected. We then validate coverage status, recover any claims paid in error, and deliver updated eligibility data so you can ensure future claims are paid correctly.

Our solution provides health plans with a "safety net" that delivers considerable incremental recovery opportunities with minimal disruption to operations.



Our Coordination of Benefits solution is part of the Discovery Payment Integrity Suite of software and solutions, which is built on our proprietary Healthcare Analytics Platform. Powered by this scalable, efficient, and flexible platform, our entire suite of software and solutions is cloud-based, secure, and HIPAA-compliant. Our COB solution can be delivered as a fully outsourced business service or an insourced software solution, depending on your organization's requirements.

Enhanced COB identification

Discovery's data mining, modeling and analytics capabilities are the cornerstone of our Supplemental COB solution. Our data mining process utilizes multi-dimensional data modeling that integrates several critical data elements to identify members with the highest potential for other coverage and recovery. This focused, data-driven approach to identification reduces member abrasion by minimizing unproductive contact, shortening the time to recovery of overpaid claims, and ensuring that our clients receive updated eligibility data to pay accurately going forward.



COB investigation and validation

Discovery takes a member-sensitive approach to COB validation, enabled by powerful case management software and our platform's unique data integration capabilities. Our solution uses multiple internal and external data sources to collect and validate other coverage information. Our case management software tool allows easy access, tracking, and reporting of all activities performed and information collected during the investigation process.



About our team

The Discovery team includes more than 200 experts in healthcare operations, technology, and analytics who deliver exceptional results for more than 50 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.