



# EXPECT MORE FROM YOUR SUBROGATION SOLUTION

Recover more with advanced, innovative methods

## Maximize your plan's returns

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Health plans face a rapidly evolving marketplace in which they are frequently asked to do more with less—to work more efficiently and maximize the performance of every business function. In this environment, subrogation programs are vitally important, with the potential to return millions of dollars to the bottom line. Yet traditional subrogation processes often are based on antiquated technology, offer limited visibility, and miss too many recovery opportunities to truly maximize returns.

Discovery Health Partners' Subrogation solution leverages the powerful technology and optimized processes of our Healthcare Analytics Platform to deliver stronger results than traditional subrogation approaches. Health plans see increased recoveries, less member abrasion, and enhanced transparency with our use of advanced technologies such as data mining and analytics, case management, and reporting and dashboards. This technology- and data-driven approach, combined with a focus on customer service and deep subrogation expertise, are what set us apart from traditional subrogation solutions.

## Get better results—from case identification through recovery

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To deliver better results for our clients, we use analytics and alternative investigation methods to find more recovery opportunities, validate more cases with reduced member contact, and maximize recoveries on all valid opportunities. Our commitment to transparency means you get unprecedented visibility into case inventory and resolution, performance trends and outliers, and key performance metrics.



You can expect more from our subrogation solution because it includes:

- **Data-driven, advanced analytic approach**

- o Quickly and accurately identify claims with subrogation potential to begin the validation process faster
- o Determine the most effective validation methods to get the best results
- o Increase validation rates and minimize member abrasion by using external data sources to gather necessary information

- **Case management and dashboard tools**

- o Provide clients with 24x7 ability to view and track cases and outcomes
- o Capture all case information, documentation, and status in a single location
- o Gain insight into case status at any point in the process

- **Legal oversight**

- o Embed legal oversight into case management and recovery processes to increase client share of recoveries involving multiple lien holders
- o Provide support for mass tort, workers' compensation, malpractice, and more

- **Customer service and quality**

- o Provide dedicated, skilled account managers to deliver a collaborative, effective solution for each client
- o Measure and ensure compliance with HIPAA and other policies and procedures through a dedicated quality team

More accurate case identification	Stronger validation rates
Reduced member abrasion	Superior financial outcomes
Faster validation process	Enhanced transparency

# Improve efficiency and recoveries with lower abrasion

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Our proprietary Healthcare Analytics Platform integrates advanced data mining, workflow management, and superior reporting, which allow us and our clients to identify, investigate, and recover on subrogation opportunities more efficiently and effectively. We constantly strive to improve our subrogation algorithms and processes so we can continue to deliver better results to health plans while preserving their member relationships.

- Intelligence based on prior experience and member demographics ensures our algorithms constantly evolve and improve to minimize the identification of false positives
- Integration of alternative investigation sources and methods helps reduce the need for member outreach as much as possible
- Ability to flag and monitor member chronic conditions allows us to avoid unnecessary member contact regarding the same illness or injury



## 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.