

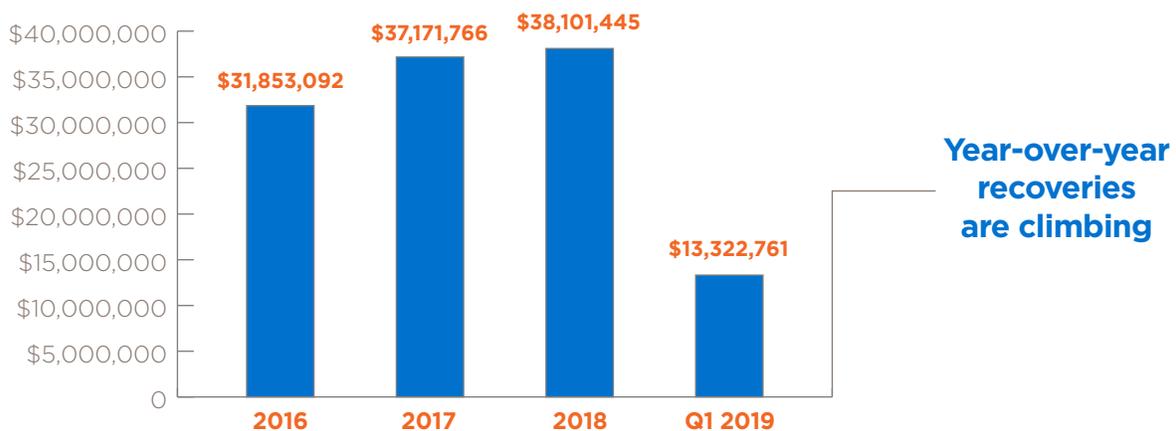


CASE STUDY

How Discovery is increasing healthcare subrogation recoveries

Growing a healthy subrogation practice

When Discovery Health Partners was founded in 2008, its first project was delivering a Subrogation solution for a regional health plan. That project recovered a little less than \$1 million for the health plan. In the years 2016 through 2018, our recoveries totaled well over \$100 million for our Subrogation clients with a steady 10% growth in subrogation recoveries per year.



Solution transformation and expansion are keys to successful growth

What has allowed us to steadily increase subrogation recoveries over the last 10 years is our constant commitment to improving and expanding our capabilities across the subrogation lifecycle, from case identification through settlement and recovery. That entails a relentless focus on four key areas: people, process, data, and technology.



Ongoing solution transformation

With continuous improvements in each of these areas, Discovery is minimizing contact (abrasion) with health plan members, reducing the cost of investigations, accomplishing more with fewer resources, and consistently earning high scores in quality audits.

A FOUR-PRONGED APPROACH TO SUBROGATION SUCCESS



Data

- Multi-variant approach to data mining for case identification
- Increased use of state and national data sources
- Simplification of investigation questionnaire
- HITRUST-certified file transfer protocol (FTP)



Technology

- Fine-tuned algorithms for case scoring
- 24x7 access/full transparency to HITRUST-certified Discovery Case Manager
- Reporting suite with +30 pre-built reports and customization as needed
- Automated letter generation



People

- Investments in high-level executive positions: CEO, VP of Subrogation Ops, board members
- Remote staffing model
- Expanded training program, including negotiation strategies
- Increased investment in legal resources



Process

- Role dedicated to process efficiency and automation
- Enhanced standard processes and procedures
- Consistent KPIs
- Complexity of cases aligned with talent
- Multi-tiered audit program

Enhanced flexible delivery model

To meet the demands of diverse and growing subrogation organizations, Discovery offers three delivery models for our subrogation solutions. All are configurable to a payer's specific business requirements and provide the opportunity to seamlessly transition from one model to another.



Full-service

Discovery manages your entire subrogation process

We identify, investigate, negotiate, recover, and remit claims payments using advanced data mining and improved processes



Software-as-a-service

Manage your subrogation process in-house using our proprietary web-based applications in a pay-as-you-go model

Discovery Identification™
Discovery Case Manager™
Discovery Dashboard™



Hybrid

Strategically outsource part of your subrogation inventory to our team and work the cases you want to manage internally

Use our proprietary web-based applications in a pay-as-you-go model

Addition of pre-payment subrogation capability

Traditional subrogation models seek to recover funds after a payment on the claim has already occurred. Our solution now couples pre-payment subrogation with postpayment subrogation to maximize client savings, eliminate rework, and identify subrogation cases in a more timely fashion than traditional means.

Subrogation transformation means better outcomes for our clients



- Fewer false positives
- Higher member response rates
- Nationwide access to superior talent
- Stronger negotiators
- Faster settlements and recovery
- Continuous improvement based on metrics and KPIs
- Stronger customer relationship management
- Pre-payment cost avoidance



About our team

The Discovery team includes more than 200 experts in healthcare operations, technology, and analytics who deliver exceptional results for more than 70 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.