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reasons to evaluate claims payment integrity at an enterprise level

Want to multiply claims recoveries and build a stronger foundation for cost avoidance? Time to look at the **big picture**.

Think about establishing an oversight role or governance committee that can evaluate payment integrity functions at an enterprise level and help orchestrate improvements that drive greater recoveries and more savings. **Here's why.**

Optimize investments

Healthcare payers' claims payment integrity functions typically operate independently with individual goals, budgets, and reporting systems. When you gain insight into payment integrity functions across all areas, you'll see opportunities to invest more strategically: Which areas are the strongest performers and why—which need improvement? Where can shared technology investments lead to increased productivity? Are you getting the best value from payment integrity vendors?



Increase pre-payment cost avoidance

Though payment integrity functions operate independently, they still work with the same members and often the same information. An enterprise view will help you identify problems that have led to a reliance on post-payment claims recovery.

Is inconsistent and outdated eligibility data propagating payment errors and increasing resource utilization across multiple business functions?

Does decentralization lead to unclear responsibilities, disorganized transitions, and loss of overpayment occurrence patterns and trends? Are teams motivated by speed, rather than savings? Are you leveraging your recovery results to identify root cause and maximizing cost avoidance opportunities and resources?

Maximize business value

When you manage payment integrity at the enterprise level, you get a better view of operations as a whole, including how recovery opportunities are identified and pursued, how resources (including vendors) are deployed, and how technology enables payment integrity processes. Does your organization actively pursue all opportunities to avoid or recover costs? Do you use the latest technologies to improve case identification and workflow? Are employees properly trained to reach optimal performance?



10% ▶ The number of healthcare payers that have an enterprise-wide cost containment oversight role (estimate). We see this number starting to increase.

3%-7% ▶ Percentage of paid claims dollars that healthcare payers lose each year due to payment integrity problems (estimate).

\$40 million ▶ Potential increase in payment integrity results identified during a Cost Containment Checkup for a 2-million member health plan.

Ajilitee's Cost Containment Checkup helps healthcare payers achieve an enterprise view of health claim payment integrity. We foster collaboration across teams to measure and analyze performance of all areas, using industry benchmarks to set performance targets. Through our analysis of people, process, and technology, you may find opportunities to improve results by millions of dollars. Call us today to learn more...

