

## Clinical Bill Review

Comprehensive auditing by Conduent's clinical experts generate maximum savings on your largest and most complex medical bills.

**During the audit process, Conduent verifies that each billed service:**

- is related to the corresponding workers compensation claim and compensable body part
- is reasonable and necessary in the treatment of the work-related injury
- is billed in accordance with prevailing laws and best practices
- was actually provided based on the documentation accompanying the bill



Realize savings well beyond fee schedule or UCR reductions with a deep-dive analysis of medical charges and supporting documents.

**Deeper review for deeper savings**

Reducing your financial exposure requires a multi-layered approach. Many fee schedule states as well as UCR states have areas where providers can abuse the system, resulting in payers overpaying for services. The risk is elevated on large and complex medical bills. A line-by-line review of these bills by clinical experts —not simply coding professionals—greatly expands the opportunity for savings beyond typical reductions.

Conduent's Clinical Bill Review offering combines research, data analysis and medical expertise to uncover hidden savings through retrospective line-item audits of complex or specialty medical bills and their related medical records. During the bill audit process, we scrutinize for:

- Potential billing errors
- Charges not supported by documentation
- Charges not related to the workers compensation injury
- Charges that should not be unbundled
- Validation of the diagnosis-related group
- Implant verification/proof of service
- Correct use of CPT, Diagnosis, Procedure, and HCPCS codes and modifiers
- Unlisted or bill review code verification and/or re-pricing

**Negotiation and settlement**

Once a bill has been audited for accuracy by our clinical experts, Conduent can also perform retrospective individual bill negotiations and settlements.

Our negotiators will identify bills based on customized thresholds or those with limited fee schedule savings that aren't eligible for PPO repricing. We leverage a highly reliable and defensible database as the basis for negotiating a fair cost to both parties. This consistent, systematic approach concludes with obtaining a signed agreement from the provider prior to payment.

By combining a deep understanding of the workers compensation payer business with the industry's leading bill review software and expert clinical reviewers, Conduent helps payers achieve otherwise unrealized savings.



Last year, using our approach for validating proofs of service, medical necessity and the reasonableness of individual charges, Conduent clients saw specialty review savings ranging from 23% to 84% per bill, with an average reduction of \$350 per bill.

Conduent thresholds and criteria are customizable based on your specific needs. For greatest impact, we recommend targeting the following bill types for review, research and analysis.

#### **Facility**

- Hospital – Inpatient/outpatient
- Ambulatory surgery center
- Trauma or acute care

#### **Provider**

- Bills with allowance over \$2,500
- National Drug Code (NDC) bills with allowances over \$3,000 with no authorization on file
- Identified possible fraud
- Unlisted procedure codes with allowance over \$1,000
- EMG/NCV studies
- Assistant surgeon bills
- DME bills with allowance over \$750
- Non-facility anesthesia
- High-level evaluation and management coding (E/M)
- Coding for a 4 day length of stay (LOS) or higher

For more information about Conduent Workers Compensation Services, visit us on the web at [www.conduent.com/workers-compensation-solutions](http://www.conduent.com/workers-compensation-solutions)