

Integrated Medical Cost and Care Management Services










Ready to build a stronger cost containment program?

You couldn't have chosen a better place to start.



Whether you want to extend your existing capabilities, tighten compliance and security, or expand visibility into what's affecting your medical cost savings, we can help you implement a solution to cost effectively support your cost containment goals.

Conduent is a leading national provider of medical bill review and managed care solutions. For more than 20 years, we have been helping our clients drive better insights into claims to accelerate outcomes and savings. Last year we processed more than 24 million medical bills on our Strataware® platform, delivering more than \$15 billion in medical savings. And our clinical services team delivered \$100 million in savings through effective care and utilization management.

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Injury and Loss Reporting
 - FROI/SROI/State Reporting
 - 24/7 Nurse Injury Triage
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Document Management
 - Content Management
 - Mailroom Functionality
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Case Management
 - Telephonic Case Management
 - Field and Catastrophic Case Management
 - Life Care Plans
 - Specialty Nurse (Pharmacy)
 - Return to Work Coordination
 - Ancillary Services
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Bill Intake and Bill Review
 - E-bill Processing
 - Strataware® Capture+ Service
 - Strataware® Medical Bill Review SaaS
 - Strataware® Service+ Outsourced Medical Bill Review
 - Adjuster Portal
 - Custom Workflows (Pathways)
 - Care Control
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Networks
 - PPO Analytics
 - Network Connectivity
 - Out of Network Solutions
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Compliance / Reporting
 - State Reporting and Audit
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Clinical Review
 - Utilization Management
 - Clinical Peer Review
 - Nurse Audit (Medical Bill Review)
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Analytics
 - Medical Management Analytics
 - Standard Reports
 - Custom Report Creation
 - Ad Hoc Reports
 - Semi-Annual Stewardships
 - Customer Dashboards
- 
+Pay Provider Payment
 - Strataware® +Pay Integrated Provider Payment Solution
 - Provider Payment Management
 - Indemnity Payment Management
 - Escrow
 - EFT
 - Check Processing

Working with you to deliver sustainable business outcomes

We offer standalone and integrated services to ensure you have the tools and resources needed to achieve better health outcomes, patient experiences and financials.

Join the more than 200 payer organizations across the country who rely on these Conduent services to successfully execute their cost containment and managed care program.

Injury Reporting and Nurse Triage

A robust technology solution for fast, comprehensive first notification and triage experts to assess and guide medical outcomes.

- Skilled intake team using our intuitive reporting software gather data to create the first report of injury
- 24/7 Nurse Triage hotline staffed by trained RNs direct the caller to the appropriate level of care

Experience up to 40% reduction in ER visits

Nurse Case Management

Professional oversight to shorten claim duration and expedite medical recovery.

- Telephonic nurse case managers provide patient advocacy and early clinical intervention to advance the safe and timely return to work
- Field and catastrophic nurses available for immediate, high-risk assignments
- Pharmacy specialty nurses bring focused expertise to address spiraling claim costs, abuse and misuse

See double-digit reduction in medical and indemnity expenses

Utilization Management

Strengthen financial controls with integrated or standalone utilization management services supervised by our national medical director.

- Accurate and effective utilization reviews to ensure care is appropriate, cost-effective and medically necessary
- Seamless integration with case management, bill review and medication management
- Nationally accredited by URAC

\$15.3 million in UR cost savings last year

Medical Bill Review and Provider Payment

Market-leading national medical bill review software and outsourced services to power innovation and optimal savings.

- Strataware® centrally hosted and licensed by subscription for effective review, repricing and compliance by bill review and compliance experts
- Strataware® Service+ full-service outsourcing and consulting frees resources and helps you scale up savings and elevate compliance
- Strataware® +Pay integrated provide payment solution address high administrative costs and management burdens by streamlining the flow of provider payments

24 million medical bills processed

\$15 Billion total savings

Document Imaging and Workflow

Proven platforms for the receipt of documents and data needed for fast, accurate medical bill processing.

- Complete artifact capture, including mailroom and e-bill intake
- Classification technology sorts images by document types
- Validation for electronically verifying OCR and/or keyed data

Conduent provides a true end-to-end solution for our bill review customers. Strataware® Capture+ digital intake and processing services combines bill intake, digital process and tracking with automated claim linking for seamless submission of bill data and supporting documents into Strataware.

Bill status available 24/7

PPO Networks, Actionable Analytics

Optimize your program through strategic network management and robust reporting and analytics tools.

- Evaluate and optimize the use of PPO networks; improve penetration and network efficiency
- Out-of-network repricing and fee negotiation using our unique "cost up" methodology
- Graphical dashboards allow you to select, filter and drill down to your organization's account structure
- Ad-hoc reporting tools to easily develop and deploy custom reports