

## Strataware® Service+ Outsourced Medical Bill Review

Expand your concept of service.

Strataware Service+ helps workers comp payers improve the speed, sophistication, accuracy and compliance of their medical cost containment efforts.

Every medical claim payer knows that medical cost containment is a balancing act. With so many services and relationships to coordinate, coupled with ever-changing rules and regulations that seem to be changing faster than ever, complexity is unavoidable. When efficiency gains start to dwindle and resources become strained to the limit, that's when workers compensation program savings quickly evaporate.

Strataware Service+ is our comprehensive medical bill review service offering designed to streamline operations, optimize savings, elevate compliance, and deliver exceptional value. By outsourcing your end-to-end bill review services to us, you'll benefit from leading edge technology and a unified team with a singular focus from an industry innovator with a proven track record in service delivery.



## The Strataware Service+ Advantage

What does the plus in Strataware Service+ stand for? The plus in our service offering name stands for the enhanced focus we bring, including the right skills, innovative ideas, and industry expertise. We're continuously evolving to fulfill our customers' needs and to deliver more value both qualitatively and quantitatively.

As a leading service provider in the workers compensation market, we recognize that our success depends on providing truly customizable solutions that help you achieve your specific outcomes. Our solution architects and integration teams work with you to design, build and deliver services that are tailored to your unique business protocols and workflow requirements. This includes an end-to-end offering that covers every aspect of medical bill adjudication from mailroom to provider payment, or coverage for short-term needs when you need to control high volume spikes in your in-house bill review operation.

We can also provide specialty nurse review services for complex or high dollar medical billings which warrant a deeper review and/or skilled negotiation.

Features Overview	Client Opportunity and Benefits
Integrated front-end solution for medical bill processing	Eliminate manual data entry and multiple "touches" for faster processing, high accuracy and better data security
Customizable bill routing, review and repricing	Consistently execute unique business rules, protocols and work flows to improve auto-adjudication, route complex bills for specialty review, and enable better exception handling
PPO and specialty network penetration and optimization analysis	Ensure the greatest possible network penetration, track leakage, and model different configurations to determine optimal savings
Integrated platform for third-party UR decisions, nurse treatment plans and bill negotiations	Stop financial leakage and enhance the return on investment of your utilization management program
Real-time information and interaction with Strataware through the Adjuster Portal	Provide full visibility and simplify communication between your adjusters and bill reviewers for better and faster claims decision making
High-level technical review of complex and high-dollar bills	Discover deeper savings by creating rules to automate the routing of complicated billings to our experienced auditing and clinical staff
IQ Analysis, out-of-network repricing and provider negotiation	Optimize savings, assure a fair reimbursement and minimize appeals from providers with automated, data-driven reviews and provider negotiations for non-PPO bills
Statutory reporting compliance	Place this critical responsibility in the hands of our capable talent; our reporting team will confidently handle state mandated and medical data call reporting requirements for you
Fully integrated provider payment	Reduce complexity, handoffs and delays while increasing speed of processing, security and provider satisfaction
Successful transition and ongoing governance	Set expectations and then proceed confidently with the knowledge that a proven transition framework and governance model is in place for a successful implementation and partnership

## What sets Strataware Service+ apart?

- Two decades of experience delivering smooth transitions from in-house processing
- Continuous investment in platform development, system maintenance, automation and workers compensation expertise
- Actionable analytic tools and business intelligence to identify opportunities for ongoing savings and performance enhancements
- Timely, accurate and complete compliance rules, directed by our in-house compliance team



### When does it make sense to outsource?

Outsourcing is no longer just about reducing expenses; with the right partner it is a strategic, competitive marketplace tool. If you seek one or more of the following goals, a service engagement could be right for you.

- Improve financial control by reducing overhead
- Assure consistent quality and workers comp compliance
- Simplify your operations and maximize savings
- Enhance workforce balancing and contingency planning
- End sluggish turnaround rates and overtime expenses

## Strataware Service+ Benefits



Over 5.7 million bills processed annually on our Strataware platform



70% average total reduction of bill charges over the last two years



Designated account managers, highly experienced bill reviewers, and compliance and clinical experts



Seamless integration with workers comp claims platforms, utilization review decisions and managed care partners



Immediate fee schedule updates, which eliminate compliance gaps and risk exposure



Leading national/regional PPOs and specialty networks, with support for client-specific custom networks

For more information about Conduent Medical Claims Management Solutions visit us [online](#) or email us at [medclaims-solutions@conduent.com](mailto:medclaims-solutions@conduent.com).

