

## Achieving Actionable Insights

Knowledge is power. Time is money. Our advanced data and tools put both to work for you.

Imagine a world where you can predict claim outcomes, proactively contain pharmacy costs, and engage with smart data to drive optimum outcomes. We'll help you every step of the way.



### Our Analytics Suite

#### **SCORE™**

Our Statistical Claim Outcome Risk Estimate tool applies data mining and predictive analytics to assess — or score — a medical claim's financial risk within minutes of intake. By precisely identifying at-risk claims early on, resources can be applied to effectively manage costs and improve return-to-work outcomes.

#### **SCORE RX™**

SCORE Rx is our workflow management tool for proactively identifying claims that are likely to experience excessive prescription drug costs. Scoring is applied at intake and throughout the life of the claim, enabling quick response at the first sign of excessive use, potential addiction, fraud or abuse.

#### **Connect™**

This unbiased, outcomes-based review of individual provider performance drives the highest quality care and optimizes all other aspects of medical cost containment. By ranking all providers in our database according to clinical and financial metrics, we deliver high-value care through top-rated clinicians achieving optimal return-to-work results. Connect shifts the focus from the network to the individual provider and allows us to evaluate each provider regardless of network affiliations or the states in which they practice.

### **Don't wait for the future. Make better decisions today.**

At Conduent, we treat our data like the asset it is. Our data repository contains line-level detail for over 100 million medical procedures captured from the more than 30 million medical bills we process annually on our medical bill review platform. Additionally, we have treatment outcome information from more than 2 million utilization requests as well as data collected from over 1 million point-in-time financial calculations.

The truth is, nobody has more workers' compensation data than we do. A database of current and historical data, always within reach that we can de-identify and intelligently mine for real knowledge, so you can make better decisions.

## SCORE: Predictive Claim Analytics

SCORE™, our predictive analytics tool, uses advanced data mining technology to capture more relevant data earlier in the life cycle of a claim. Key metrics and data sources are used to measure and score each claim, including medical and indemnity costs, claim duration, injury instance, medical history and claim history.

- Assigns each claim the correct type/extent of intervention
- Precisely allocates resources for the most appropriate level of intervention
- Assesses the risk per claim on a predetermined scale
- Analyzes historical and current claim data using your own claim/medical history and injury instance

## SCORE Rx: Prescription for Smart Pharmacy

This unique tool is particularly effective in deterring excessive drug utilization, potential addiction, fraud and abuse, as well as any subsequent downstream costs for over-utilization. Scores are assigned to a claim file using specific predictive analytics.

- Application models are statistically validated up front and periodically to ensure predicted results correlate with actual
- Empowers timely response at first sign of adverse development
- Allows timely application of best practice protocols for intervening with the claimant and prescribing physician
- Used in conjunction with clinical solutions, long term pharmacy costs and claim duration can be significantly impacted
- By receipt of first pharmacy bill, prediction is over 98% accurate

## Connect: Provider Validation

We've learned that a successful claim outcome is directly dependent upon the medical care an injured worker receives. Instead of relying solely on provider networks to evaluate their members, we use our own provider validation tool, Connect, to identify and channel care to high-performing providers.

To classify top-performing medical practitioners as Connect providers, we analyze all providers in our database according to clinical and financial metrics. We identify the top 20 percent of high-quality clinicians who consistently achieve the best possible outcomes in the following metrics:

- Utilization review referral rate and decision rate
- Surgery rate
- Duration of care

- Frequency of care, lost time, physical therapy, specialist and out-of-network referrals, and changes to alternate primary care physicians
- Pharmacy utilization (overall and narcotics)
- Incurred/paid amounts for medical, indemnity and expenses

A special designation in our system and online directory tools flag Connect providers as preferred based on their ranking. Provider rankings are adjusted in the directory based on performance. Underperforming providers can be removed from the Connect provider listing. We provide real-time access to Connect providers, using online directory and network management tools.

Because we do not own any networks, we are not limited by network positioning. Instead, we can focus on network configurations and provider listings that are conducive to quality outcomes in the best interest of injured workers. Connect integrates seamlessly with your PPO and specialty network alignments to increase savings and minimize medical costs and network disruptions.

SCORE is a data analysis tool that's trained to spot at-risk claims.

**2M** claims scored to date

**1M** scoring calculations performed daily

**90%** or greater correlation accuracy (project risk vs. actual risk)

**\$2.6M** in staff savings for a single program

**88%** of claims that closed with more than \$2,500 of payments were assigned skilled resources within 10 days of being scored (proactive and proportional allocation)

Connect providers outperform their peers by delivering better outcomes.

**22%** faster return-to-work metrics using Connect primary care providers

**36%** faster resolution of lost-time claims

**60%** less incurred loss

**60%** less paid loss

**40%** shorter care duration

