CONDUENT

Claim Overpayment Audit and Recovery (COAR)

Payment Integrity Solutions

Where superior analytics, validation for accuracy and recovery expertise leads to better results and improved claims management.

Competition in the insurance industry is tightening, and with the dramatic changes in healthcare regulations and the U.S. economy, your organization's future depends on its ability to reduce or eliminate claim overpayments and waste. Conduent will detect, investigate and recover errant claims, as well as identify root causes of claim leakage, which will help improve your bottom line and ensure your customers' satisfaction.

There are numerous vendors that say they can identify overpayments, but few will validate their results or audit and investigate cases, and even fewer will provide an end to end solution that includes financial recovery.

We are so confident in our Claim Overpayment Audit and Recovery (COAR) services that we are willing to take a primary position – or even a secondary position – and become your second-pass service provider. We will find overpayments that are not detected by either in-house systems and applications or other data mining vendors. Our processes and methodologies will not disrupt current activities or interfere with other vendor relationships. We will work to support and supplement your existing cost containment activities.

Our COAR Services

Utilizing one claim feed and a flexible data format, Conduent can identify claims for recovery in many areas of concern, such as:

• Coordination of benefits

• Home infusion therapy audits

• Durable medical equipment audits

• Home health and hospice audits

• NCCI edits

• Duplicates

• Upcoding/unbundling

• High dollar claim reviews

• Contract overpayments

• Medical unlikely edits

Customized client-directed focus audits can also be developed upon request.

Our Payment Integrity Solutions Group

• 30+ years of healthcare cost containment experience

• More than $300 million recovered annually

• 100+ payer organizations supported

• 600+ recovery services employees

• National presence

• HIPPA compliant

• Robust reporting

• Flexible and customer directed

• Full service menu, including:

  – Subrogation

  – Mass Tort

  – Coordination of Benefits

  – MSP Validation

  – Share of Cost

  – Overpayment Identification

  – Recovery

  – Pharmacy Audit

  – Specialty Audit

  – Medical Audit

Conduent is unique in the industry as we can use either our standard algorithms and advanced analytics to identify client overpayments or we can work with you to create and develop a more focused audit of your claims to identify leakage in a known or suspected area of concern. Our flexibility and customer-oriented approach, combined with our commitment to continuous quality improvement, provides for a partnership relationship, which is mutually beneficial and produces superior results.

If your in-house efforts are falling short, or you currently use another data mining vendor and you suspect continuous leakage, ask how Conduent can supplement your existing efforts. In many cases we can identify and recover 20% to 50% more overpayments on top of the current recoveries from in-house activities or your primary vendor. Our highly trained staff of IT specialists, claims and clinical personnel, and recovery staff will create a safety net to support an effective cost containment strategy.

" We have found them to be very efficient and timely in investigating and opening recovery files. Their emphasis on customer service and prompt responses to our requests for information are a prime reason we maintain our relationship with them. Recovery results have been excellent. They provide comprehensive reporting documents to us, which allow us to fulfill our obligations to outside stakeholders."

– Legal Counsel, Medicaid Managed Care Organization

About Conduent

Conduent is the world's largest provider of diversified business process services with leading capabilities in transaction processing, automation, analytics and constituent experience. We work with both government and commercial customers in assisting them to deliver quality services to the people they serve.

We manage interactions with patients and the insured for a significant portion of the U.S. healthcare industry. We're the customer interface for large segments of the technology industry. And, we're the operational and processing partner of choice for public transportation systems around the world.

Whether it's digital payments, claims processing, benefit administration, automated tolling, customer care or distributed learning – Conduent manages and modernizes these interactions to create value for both our clients and their constituents.

Learn more at www.conduent.com.

We offer cost avoidance and recovery solutions that provide significant ROI, including:

• Hard dollar recoveries

• Soft dollar savings

• Sentinel effect

• Provider education

• Prevention of fraud, waste and abuse

Our COAR mission is to provide our customers with a comprehensive, collaborative approach to overpayment detection, validation, recovery and useful and insightful reporting that will help them manage claims better.

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