

# Medical Cost and Care Management Services

Set your sights higher. Better  
claims outcomes start with better  
medical management.





# 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. On the following pages, learn more about our comprehensive services for driving greater focus, best practices and performance in your organization.

# Need a partner that can help you 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 financial performance.

- Strataware® Medical Bill Review Software (SaaS)
- Strataware® Service+ Outsourced Medical Bill Review
- Strataware® Capture+ Digital Intake and Processing Service
- Adjuster Portal
- E-bill processing
- Custom workflows
- UR integration

- Medical management analytics
- Standard reports
- Custom report creation
- Ad-hoc reports
- Semi-annual stewardships
- Custom dashboards



### Injury and loss reporting

- FROI, SROI, state reporting
- 24/7 nurse injury triage



### Document management

- Content management
- Mailroom services



### Case management

- Telephonic case management
- Field and catastrophic case management
- Life care plans
- Specialty nurse (pharmacy)
- Return-to-work coordination
- Ancillary services




### Bill intake and bill review



### Networks

- PPO analytics
- Network connectivity
- Out-of-network solutions



### Compliance / reporting

- State reporting and audit




### Clinical review

- Utilization review
- Clinical peer review
- Nurse audit (medical bill review)



### Analytics



### Provider payment

- Strataware® +Pay Integrated Provider Payment Solution
- Indemnity payment management
- Escrow
- EFT
- Check processing

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

Experience up to  
40% reduction in ER  
utilization with 24/7  
nurse triage.

#### **Injury reporting and nurse triage**

We offer a robust technology solution for fast, comprehensive first notification, along with nurse triage experts to assess and provide safe and appropriate care direction.

- Our skilled intake specialists and intuitive reporting software enable fast, complete notification of injuries, incidents and losses.
- Conduent's 24/7 nurse triage hotline is staffed by trained RNs who use our proprietary 6-step clinical decision protocol to accurately assess injuries and refer injured workers to the appropriate level of care.



## Nurse case management services

You need to get your injured workers back to health and back to work, safely and quickly. Our national team of registered nurses provide professional oversight to shorten claim duration and expedite medical recovery.

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



Our clients see double-digit reduction in medical and indemnity expenses.



Last year Conduent delivered **\$15.3** million in utilization review savings to our clients.

## Utilization management

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

- Accurate and effective utilization reviews ensure care is appropriate, cost-effective and medically necessary.
- Our utilization management services are seamlessly integrated with case management, bill review and medication management to deliver greater care control and medical savings.
- Conduent's workers compensation utilization management services are URAC-accredited.



# 24 million medical bills processed in 2017.

Strataware® is our market-leading platform for maximizing medical bill savings.



## Medical bill review and provider payment

Medical bill review and bill repricing is integral for managing injury claim medical costs. Conduent's market-leading Strataware® software is used by top insurance carriers, third party administrators, state funds and employers to power innovation and optimal savings.

- Strataware® can be centrally hosted and licensed by subscription for effective in-house review, repricing and state reporting.
- Strataware® Service+ Outsourced Medical Bill Review is our comprehensive full-service offering. Our in-house team of experienced medical bill review specialists and compliance professionals enable you to scale your savings while avoiding compliance missteps.
- Strataware® +Pay is our integrated provider payment solution that alleviates the high cost and management burden of facilitating payments, remittance advices and explanations of payment/review.



Conduent delivered **\$15 billion** in total medical bill savings to our clients last year.

## Track bill inventory and status 24/7.

### Document imaging and workflow

Conduent offers you proven platforms for the secure receipt of documents and data needed for fast, accurate medical bill processing.

- We offer complete artifact capture, including mailroom and e-bill intake.
- Stop the proliferation of paper in your downstream processes. We will capture and index documents and data from multiple sources and formats.
- Intelligent validation of OCR results and keyed data increases accuracy and productivity.



**Strataware® Capture+** is our best-fit solution for true end-to-end agility and performance. We combine bill intake and digital processing and tracking with automated claim linking for seamless submission of data and supporting documents into Strataware.

## Actionable analytics

Improve program performance and savings with actionable analytics and robust reporting tools.

- Analyze and visualize data with graphical dashboards that allow you to select, filter and drill down to your organization's account structure.
- Take control of your data with ad-hoc reporting tools to easily develop and deploy custom reports.



## PPO network management

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

- Let us help you craft a PPO and specialty network strategy that is tailored to your unique business requirements and objectives. We'll then work closely with your networks to ensure their performance.
- Our IQ Analysis solution maximizes savings on out-of-network medical bills. Through data analysis, PPO relationships and negotiation, we're able to deliver savings of 60% or more off billed charges.



# Evaluate your program's health.



## Program assessment

A key step in improving outcomes is evaluating the effectiveness of your current program against others. Conduent will conduct a program assessment that shows how your claims performance stacks up to a virtual peer group of claims extracted from our extensive book-of-business data warehouse. We'll provide you with a detailed report of our comparative analyses along with specific recommendations you can pursue to strengthen or improve your results.

Time for a program health check?  
Contact us to learn more.

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## About Conduent

Conduent is helping change the way the world works. By applying our expertise in imaging, business process, analytics, automation and user-centric insights, we engineer the flow of work to provide greater productivity, efficiency and personalization. We conduct business in 180 countries, and our more than 140,000 employees create meaningful innovations and provide business process services, printing equipment, software and solutions that make a real difference for our clients – and their customers.

Learn more at [www.conduent.com](http://www.conduent.com)