

Medical Claim Audit Services



Our audit team has completed hundreds of medical claim audits representing millions of claims annually.

As part of an organization's overall benefit strategy, medical claim audits are a key component of benefit cost management. As health care costs continue to increase, many plan sponsors are looking for ways to ensure that medical claims are paid accurately, in a timely manner, and in accordance with plan guidelines.

What We Can Do for You

As medical claims can be the primary driver of your health plan costs, conducting audits are likely an integral part of your fiduciary and corporate governance practice. Our national Audit and Reporting group specializes in navigating the complexity required to ensure accurate payment of medical benefits and takes the guesswork out of conducting an audit. Not all medical claim audits are alike. We offer two distinctly different methodologies: Stratified and Custom.

Stratified Audit

This traditional approach to claim auditing utilizes a random claim selection and site audit confirmation process. This methodology is typically used to monitor the claim administrator's performance against the plan's contractual guarantees. A Stratified audit provides a statistically valid measure of your administrator's overall performance in the following areas:

- Financial accuracy
- Payment accuracy
- Procedural/coding accuracy

Custom Audit

Unique to us, this three-step process integrates the use of our proprietary software, ClaimsInsight, and site audit verification to maximize the value of audit conclusions.

Here's how it works:

Step 1: Electronic analysis. We model your benefit plan (i.e. deductibles, coinsurance, exclusions, etc.) in our ClaimsInsight software. We then add the claims data and complete a 100% analysis against industry and regulatory guidelines and the custom terms of your plan. All claims representing financial risk are then provided to our auditor for review and audit sample selection.

Step 2: Site audit. We'll review the detail behind each audit sample at your administrator's location. If an audit sample is confirmed to be in error, the auditor will determine the root cause of the error, and more importantly the type of error, for the final phase of the project.



Learn More

To find out more, contact our Health Practice consulting team at 1.866.355.6647 or

hrservices@conduent.com.

www.conduent.com/hrservices

Step 3. Interactive Qualification. This final step in the audit process is our interaction with your administrator, leading to the confirmation or dispute of identified errors. If an error is an isolated situation, it's reported to the administrator for review and agreement. If there are multiple errors related to system set up, the errors are reported to the administrator for review, agreement, and corrective action. Finally, if an error is determined to be caused by inaccurate system set-up, we'll perform additional data mining tests to identify all "like" claims. This group of claims is then presented to the administrator for review, agreement, and corrective action. It's this final data mining process that maximizes audit project results.

We make the ever-changing and complex HR and employee benefit issues affecting your organization easy to understand.

Our timely insights help you reduce your risk, save money, make informed decisions, and look after your people.

Why Choose Us

We make it easy for you. our subject matter experts, coupled with Conduent technology and innovation, have produced a cuttingedge, dedicated national Audit and Reporting team to bring dynamic auditing services to the marketplace. We have the capabilities to produce exceptional results and first rate service for you, all at the speed of Conduent.

People

- Dedicated senior claim auditors
- Previous carrier internal audit experience
- Designated audit coordinators
- No subcontracting to third parties process

Results

- Average ROI results are 2:1 – 4:1
- Corrective action recommendations prevent future errors
- Custom reporting options
- Custom reporting options

Technology

- ClaimsInsight propriety software
- Analyzes 10m records/minute
- SQL reporting power
- Customized filters process
- Flexible methodologies
- Traditional audit (Stratified audit)
- 100% data review options (Custom audit)
- Quality control validation procedures

