CONDUENT

Integrated Medical Cost and Care Management Services

Maximize your savings and outcomes.

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.

Fully integrated solutions help enhance clinical outcomes and operational efficiency

Intake Services and Document Management

- 24/7/365 Claim Intake and Nurse Triage
- FROI Electronic Data Exchange
- Mailroom / Paper and Electronic Processing
- Imaging, Data Capture and Indexing
- Content Management
- Provider Portal

Case Management and Care Navigators

- Telephonic Case Management
- Field Case Management
- Catastrophic Injury Management
- Nurse Specialists / Pharmacy
- Return to Work Coordination
- Vocational Rehabilitation
- Life Care Planning

Medical Cost Containment

- Medical Bill Review Software
- Medical Bill Review Service
- Medically Managed Bill Review
- State Reporting and Audit
- Strategic Network Alignment / PPO and Specialty
- Out of Network / Provider Negotiation
- Payment Solutions

Clinical Review Services

- Utilization Review (Prospective, Concurrent, Retrospective)
- Medication Management and Drug UR
- Physician Advisor and Peer Review
- Nurse Audit for Medical Bill Review
- Pre-certification and Discharge Planning

Tools and Program Analytics

- Adjuster Tools
- Workflow Management
- Treatment Control and Threshold Monitoring
- Network Optimizer
- Compliance Library
- At-Risk Claims Analysis
- Outcomes Based Provider Validation
- Program Assessments

Working with you to deliver better outcomes

Our integrated service architecture ensures that you have all of the tools and resources you need to achieve better health outcomes, patient experiences and improved financials.

With our integrated solutions you can link clinical data and financial data to generate greater savings and patient outcomes.

Claim Intake

We take the first report of injury to the next level by integrating precise clinical resources and worksite panel management to accelerate savings and medical outcomes.

- Telephonic access to a skilled intake representative 24/7/365
- Optional integration with injury triage hotline
- Customized escalation protocols for client-specific handling
- Immediate access to first report information via proprietary EDI

Document Imaging and Workflow

Expedite the delivery of documents and data needed for fast, accurate claims administration.

- Complete artifact capture, including mailroom and e-bill intake
- Image scanning
- Classification technology sorts images by document types
- OCR engines convert image data and rules technology edits raw data as necessary
- Advanced text recognition extracts data from scanned images and makes data available for processing
- Validation for electronically verifying OCR and/or keyed data

Telephonic Nurse Case Management

Shorten claim duration, improve quality outcomes, expedite medical recovery, and promote safe and timely return to work.

- Available nationwide; geographic alignment for jurisdictional expertise
- Coordination of return to work plan with physician, patient, client and facility
- PPO channeling and direction of care as allowed

Utilization Management

Achieve greater financial controls with integrated or standalone utilization review services provided by our staff of highly skilled, licensed clinicians.

- Nationally accredited by URAC
- Strict compliance with state jurisdictional requirements and timelines
- Stringent quality assurance program led by our staff physician

Field Case Management

Apply cost-effective field case resources for providing onsite support to assist with the quick and effective resolution of challenging and catastrophic claims.

- Immediate assignment for onsite patient advocacy
- Medication management
- High-performing medical provider identification
- Vocational evaluation and case management

Medical Bill Review

Deliver the highest savings and efficiency by ensuring not only the appropriateness of the medical treatment, but also the accuracy of the billed charges, with the assurance of complete regulatory compliance.

- In-House Bill Processing (Software as a Service)
  - Configurable rules engine manages unique workflows with flexibility and control collaboration
  - Advanced tools for e-billing, employee channeling, and enterprise reporting
  - Next-generation compliance engine allows for nightly, validated fee schedule updates
- Complete Outsourced Service
  - Full service operations or overflow support for high-level specialty review
  - Speed, efficiency and accuracy for maximum net savings and low reconsideration rates
  - Online tools and features for integration across solutions
  - Nurse audit review available for complex provider claims

Actionable Analytics

Optimize your program through innovative enterprise reporting and analytics tools.

- Graphical dashboards allow you to select, filter and drill down to your organization's account structure
- Ad-hoc reporting tools to easily develop and deploy custom reports
- PPO optimization tool for modeling different network configurations
- Track network leakage on major networks as well as combinations of networks down to the adjuster and bill level
- Connect™ provider measurement tool lets you identify top performing providers in quality of care, service expediency and cost containment
- SCORE™ workflow management tool accurately projects claim progression, improving your ability to spot at-risk claims and apply clinical resources

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