

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.

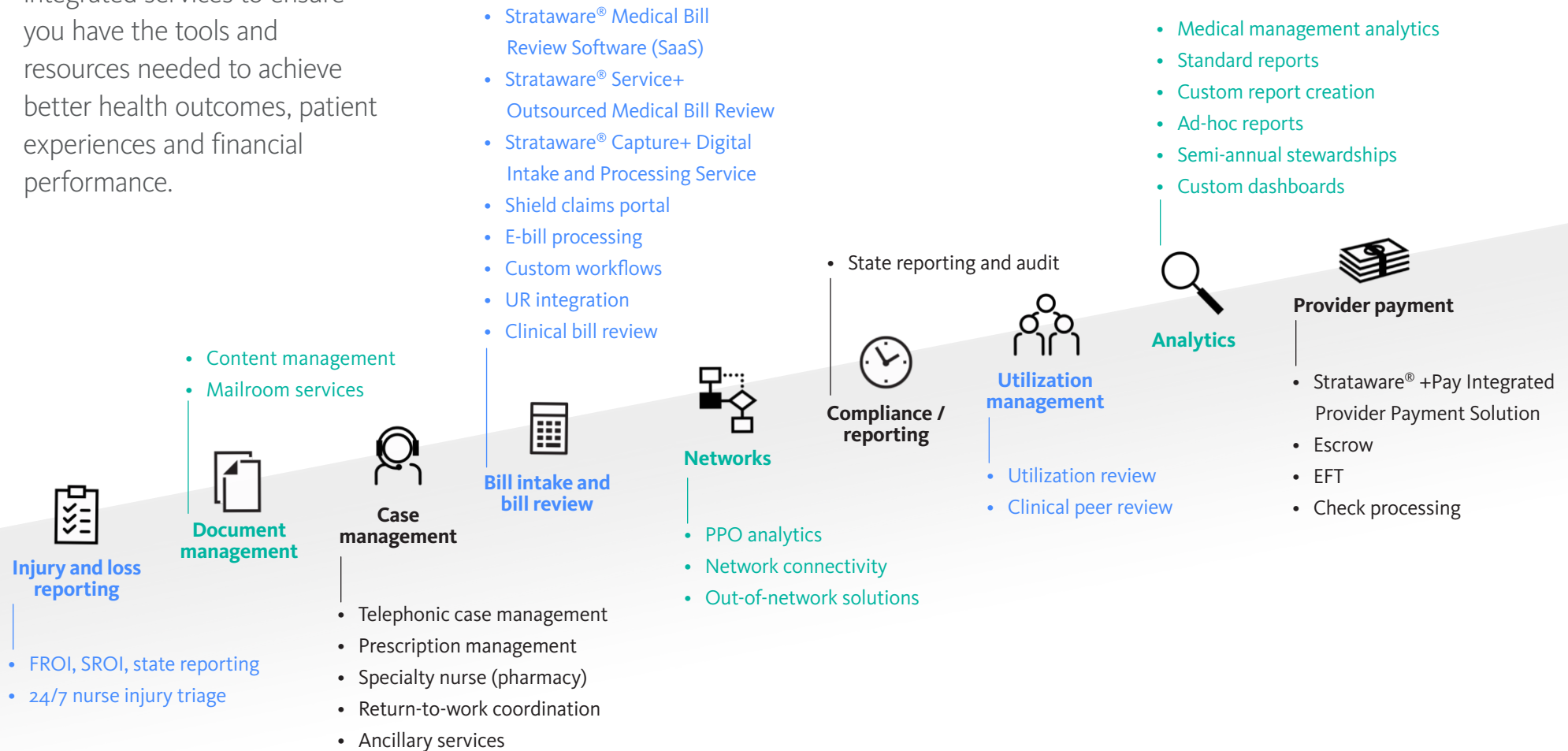


Whether you want to extend your existing capabilities, tighten compliance and security, or expand visibility into what's affecting your medical cost savings, we can help you implement a solution to cost effectively support your cost containment goals.

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 25 million medical bills on our Strataware® platform, delivering more than \$16 billion in medical savings. On the following pages, learn more about our comprehensive services for driving greater focus, best practices and performance in your organization.

To build an effective medical cost management program, ditch the fragmented approach.

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.



Join the thousands of organizations across the country whose cost containment and managed care programs rely on Conduent's digital platforms.

Our clients experience an average reduction of 25% in ER utilization with our 24/7 nurse triage solution.

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 **\$13.9** 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.

Clinical bill review

Could you be overpaying for injury medical bills? A retrospective line-item audit of your high-risk, high-dollar or complex medical bills conducted by our medical experts can deliver additional savings beyond fee schedule or usual and customary reductions.

- Clinical auditing is highly effective for identifying billing and coding errors, unauthorized or unrelated procedures, and charges that should be unbundled. Field and catastrophic nurses are available for immediate, high-risk assignments.
- Our audit team is made up of experienced licensed clinicians, including physicians and registered nurses – not medical coders or claims examiners.
- Based on our audit results, we also work with providers to negotiate charges and achieve prompt settlements.



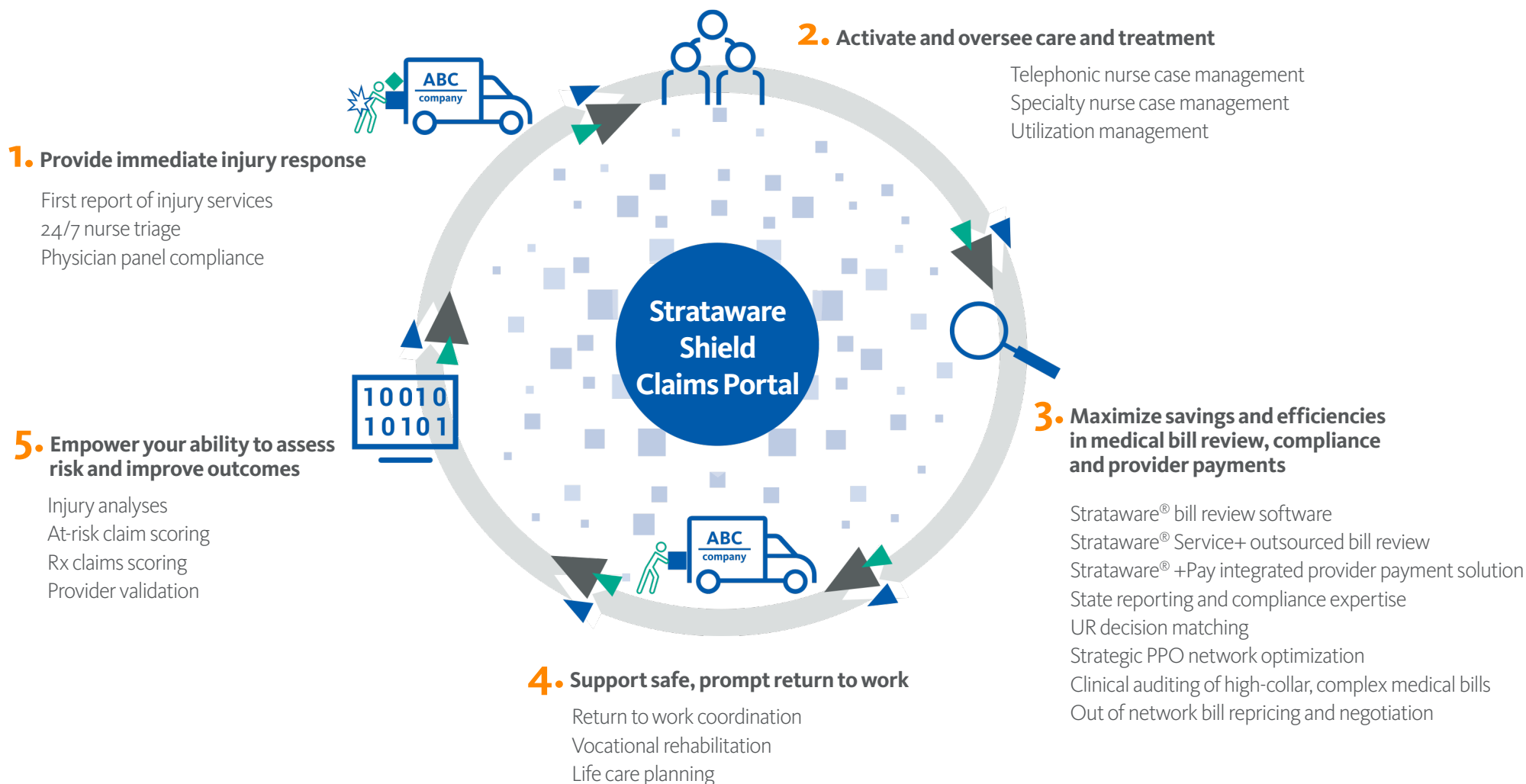
Prescription drug management

Because prescription drug and opioid abuse is a multi-faceted problem, it requires a multi-faceted, data-driven solution. Conduent offers targeted clinical services and expertise to comprehensively confront the issue at each stage of patient care.

- **Identify** – Using psychosocial assessment and other risk scoring tools, our medical staff screens for barriers to recovery such as depression, anxiety and substance abuse disorders.
- **Educate** – Our nurse case managers engage with your injured workers upon their first prescription fill. Provider outreach is also applied, improving clinical outcomes and reducing drug and related health care costs.
- **Monitor** – Our team helps create optimal outcomes by working with physicians, pharmacists, adjusters and patients to develop customized pain monitoring and weaning plans for successful exit strategies.

\$5,000 average reduction in annual drug spend per claim

You need to get injured workers better, fast. We help you do that, and lower your costs.



Over 25 million medical bills processed in 2018.

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 over **\$16 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 50% to 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.

About Conduent

Conduent creates digital platforms and services for businesses and governments to manage millions of interactions every day for those they serve. We are leveraging the power of cloud, mobile and IoT, coupled with technologies such as automation, cognitive and blockchain to elevate every constituent interaction, driving modern digital experiences that are more efficient, helpful and satisfying.

Conduent's differentiated offerings touch millions of lives every day, including two-thirds of all [insured patients](#) in the U.S. and nearly nine million people who travel through [toll systems](#) daily. Whether it's digital payments, claims processing, benefit administration, automated tolling, customer care or distributed learning – Conduent is a trusted partner to 65 of the Fortune 100 companies and 500+ government entities.

Learn more at www.conduent.com