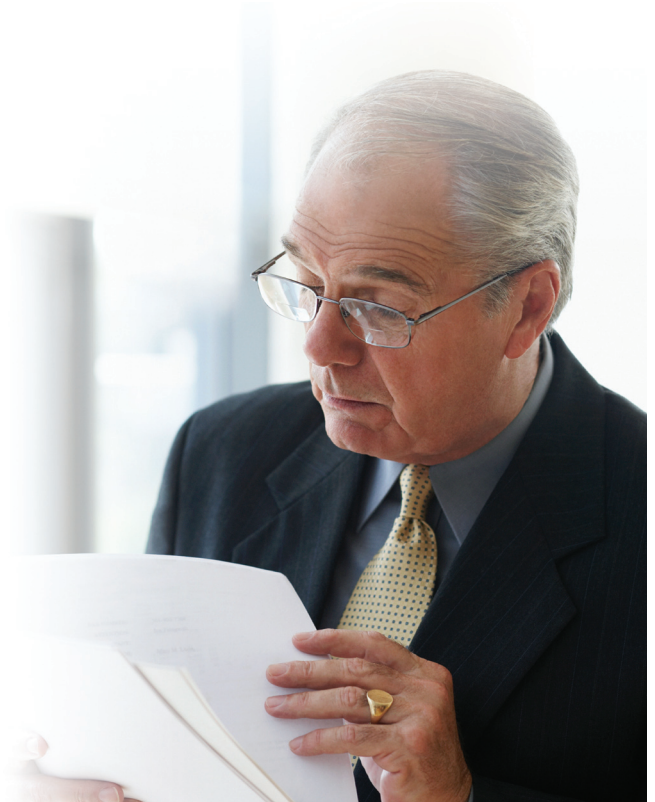


# INGENIX<sup>®</sup>

## Ingenix Claims Editing System<sup>®</sup> Increases Claims Payment Accuracy for UnitedHealthcare<sup>®</sup>

### Highlights

- Improves compliance with reimbursement policies
- Reduces manual review and promotes more consistently appropriate reimbursement
- Open architecture offers full disclosure of rules-based edits



### Challenges

When UnitedHealthcare determined it would replace its existing claims editing program, the health plan searched for a software solution that allowed for easy changes to rules-based edits and that could increase reimbursement policy compliance.

Since implementing Ingenix Claims Editing System in October 2003, UnitedHealthcare has processed more than 100 million claims through this system at an accuracy rate, as of May 2004, of 99.99 percent. The health insurer defines its claims editing accuracy rate as the percentage of claims for which both edits and reimbursement dollars have been correctly applied.

Due to the volume of claims, UnitedHealthcare needed a software program that could improve coding accuracy, compliance with reimbursement policies, and administrative efficiencies.

**“With our old software, we had to have technicians make changes to edits. Often, that meant a six to 13-month turnaround. The Ingenix Claims Editing System allows us to do the same thing in 30 days.”**

– Patrick Kennedy, UnitedHealthcare  
Vice President, Reimbursement and  
Claim Pricing Operations

## Solutions

The Minnetonka, Minn. company chose the Ingenix Claims Editing System. UnitedHealthcare was attracted to the Ingenix system because the software's open architecture offered full disclosure of rules-based edits. The browser-based application and database expands a claims transaction system's capabilities with valuable new utilities that reduce manual review and promote more consistently appropriate reimbursement. UnitedHealthcare and Ingenix are both subsidiaries of UnitedHealth Group.

## Results

**"The Ingenix Claims Editing System has improved compliance with reimbursement policies, therefore improving affordability for our customers."**

– Patrick Kennedy, UnitedHealthcare Vice President, Reimbursement and Claim Pricing Operations.

"The Ingenix Claims Editing System has improved compliance with reimbursement policies, therefore improving affordability for our customers," said Patrick Kennedy, UnitedHealthcare Vice President, Reimbursement and Claim Pricing Operations. "Additionally, since the system automates claims that were previously processed manually, our administrative expenses are lower."

"With our old software, we had to have technicians make changes to edits. Often, that meant a six to 13-month turnaround," Kennedy said. "The Ingenix Claims Editing System allows us to do the same thing in 30 days. Fast turnaround is more important than ever, particularly since it is not uncommon for health care companies to be given less than 90 days to make required changes or potentially face significant fines."

As payers' reimbursement policies face more external challenges, payers are strengthening their rules-based editing systems, said Dr. Paul Karazija, Vice President, Reimbursement Policy for UnitedHealth Networks.

"It is much easier to defend reimbursement practices if we can cite specific sources as the basis for our policies," Karazija said. "If we pattern our reimbursement policy on Medicare, specialty society input, or other third parties and document our sources, our policies have significantly greater acceptance and approval. And the Ingenix Claims Editing System allows us to do just that."

In the coming months, UnitedHealthcare is planning to implement all 28 of its reimbursement policies within the Ingenix Claims Editing System. And with the ability to handle 200 million claims a year, UnitedHealthcare has plenty of room to grow with its claims editing.

**Ingenix | Intelligence for Health Care | [www.ingenix.com](http://www.ingenix.com)**

From North America, call: 1-800-765-6034 • [ingenuity@ingenix.com](mailto:ingenuity@ingenix.com)  
For a list of Ingenix global office locations, please refer to our web site.

Corporate Headquarters | 12125 Technology Drive, Eden Prairie, MN 55344

Ingenix and the Ingenix logo are registered trademarks of Ingenix, Inc. All other brand or product names are trademarks or registered marks of their respective owners. Because we are continuously improving our products and services, Ingenix reserves the right to change specifications without prior notice. Ingenix is an equal opportunity employer.

07-11160 07/06 Original © 2006 Ingenix. All Rights Reserved