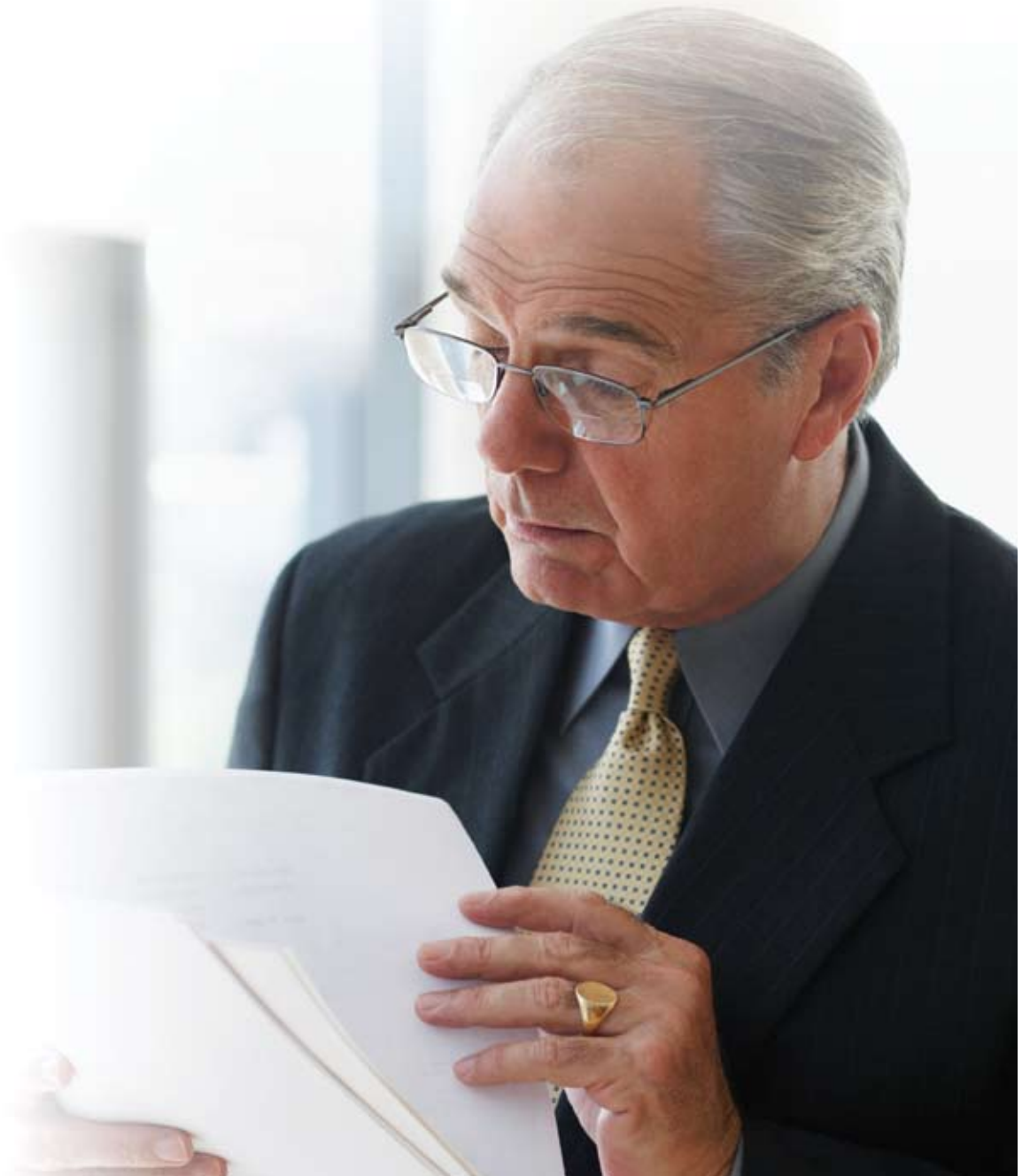


INGENIX[®]

Medical Bill Review





Challenges

Maximize efficiency with one powerful solution that automates processes, increases efficiency, and provides detailed reporting metrics for decision support.

You need to provide your injured employees with the appropriate support and health care so that they can return to work in a timely fashion. But the total cost of workers' compensation and/or auto liability injury claim costs may be staggering.

In addition to containing those costs, you will have to provide accurate reporting in compliance with current state formats and mandates to avoid penalties and administrative hassles. To keep costs down, you'll need to hire additional technical staff to manage the reporting so that you can focus on your core competencies. And, you might need to deal with multiple vendors and their medical bill review systems and processes.

With roughly 4.4 of every 100 workers experiencing nonfatal workplace injuries and illnesses each year, having a tool for quickly and correctly filing and processing workers' compensation and auto liability medical bills represents a huge advantage. And as states increasingly impose various requirements for electronic data interchange (EDI) the ideal tool is also one that tracks and adapts to state-specific requirements—both now and as requirements evolve in the future.

Solutions

Ingenix Medical Bill Review (IMBR) is built on the foundation of Ingenix PowerTrak®, one of the most comprehensive, up-to-date bill review solutions for workers' compensation and automotive injury insurance claims in the industry. PowerTrak eliminates manual application of state regulations and fee schedules, utilization guidelines, and relative and actual charge data (RACD) databases. It helps maximize return on investment by up to 15 percent with automatic alerts to duplicate bills and unreasonable charges.

With further development, this next generation solution (IMBR) contains all of PowerTrak's robust functionality, plus numerous enhancements designed to increase the efficiency, responsiveness, and accuracy of the bill review process. This new system offers advanced bill review capabilities backed by our industry-standard data sets for fee schedules and RACD from all 50 states.

By utilizing current data, organizations can improve medical cost savings while adhering to state fee schedules, government regulations, and industry standards.

In addition, our robust solution features the following tools to help streamline the bill review process for workers' compensation and automotive injury insurance claims.

Modules

- Bill entry (manual and electronic)
- User-defined business rules
- Invoicing
- Automated workflow
- Quality assurance
- State reporting
- Electronic interfacing

Add-Ons

- Portal (Adjuster Approval Tool)
- Utilization review (integrates with bill review)

Implementation Options

- Client hosting of the software
- ASP hosting of the software in a Class A data center

INGENIX® Alliances (Ingenix Property & Casualty Network and Out-of-Network Alliances)

Ingenix partners with some of the best national and regional medical provider networks as well as negotiation and repricing vendors to yield even deeper discounts. By establishing electronic bridges with our external partners, we are able to facilitate greater network penetration. We also offer a comprehensive network module that enables seamless application of proprietary and internal network contracts.

INGENIX® Outsourcing Options

Ingenix offers a hybrid outsourcing solution which allows clients to maintain control over their bill review processes while off-setting internal costs and gaining efficiency. During implementation, Ingenix consults with clients to determine optimal workflow solutions from a range of options.

INGENIX® State Fee Schedule *Plus* Module

The Ingenix State Fee *Plus* Module is a database comprised of timely and consistent fee schedule data serving organizations that adjudicate or review workers' compensation and auto medical bills. Ingenix created a uniform format for fee schedule data across all available states to eliminate inconsistency and provide unmatched ease when implementing multiple state fee schedules and RACD pricing modules. This module helps payers obtain timely and consistent state fee schedule data, develop and implement state fee schedules with ease, and advance optimal bill review efficiency.

Results

The Ingenix Medical Bill Review solutions automate even the most complex review tasks from initial bill entry through regulatory compliance reporting, to simplify compliance with industry standards, provider network requirements and state fee regulations. With Ingenix, your bill review process will be more efficient, flexible, and accurate, helping you to stand out among your competition.

Ingenix offers a robust set of tools for medical bill adjudication with instant access to current fee schedules and RACD for all 50 states and prompt delivery of state regulation updates so you're always working with current information.

The Ingenix Medical Bill Review system utilizes a sophisticated design methodology based on service-oriented architecture (SOA) with Web services connections to simplify managements of different platforms, programming languages, and applications. This enables customers to adapt to changing technologies, easily integrate with other systems, capitalize on investments made in legacy applications, and easily create new business processes from existing services.

Migrating to Ingenix Medical Bill Review

Ingenix has developed a comprehensive migration program to help current Ingenix PowerTrak users easily switch to the new IMBR system. We can help you minimize any disruption you might experience. The Ingenix Medical Bill Review migration program includes:

- Migration scripts written to convert PowerTrak data.
- Support from the Ingenix migration team, who will work directly with each customer to develop a detailed project plan with assigned resources and completion dates.
- Ingenix will test, review and validate each customer's database after migration in a test environment. After testing, each customer will have access to their database for final sign off. Ingenix will provide onsite resources to migrate all non-ASP clients.
- Ingenix will provide onsite training the week before the migration takes place and migration team resources will remain onsite to provide support during the week in which the system goes live.

Features

- **Workflow Enhancements** – Upon sign-in, users are presented with bills, eliminating time-consuming manual retrieval.
- **Dashboard** – Managers can easily determine the number of bills in each queue, as well as the oldest entry date, payer received date, and bill review received date.
- **Quality Assurance** – Managers specify the percentage of bills to be reviewed for quality assurance. The system automatically routes bills to the appropriate queue (i.e., pre pricing, post pricing, approval). The rules engine automatically flags bills for review before or after processing.
- **Enhanced User Rules** – Additional logic and filters provide clients with functionality via an easy-to-use interface.
- **Unlimited User-defined Fields** – There are no limits on the number of Fields users can create for bills and demographic records.
- **Enhanced Online Help** – Context-sensitive help features explain functionality and assist users.
- **EDI Resolution and Validation** – Users can resolve reference file matching and respond to validation rules within the same window.
- **Audit Trails** – IMBR maintains a complete audit trail of each validation rule applied to a bill as well as the user's identification and response.
- **Toggle Applied Rules** – Individual rules can be turned off to accommodate clients' specific review preferences.
- **Data Export** – Data from within the application and reports can be exported to Microsoft® Excel, Access, Adobe® Acrobat in PDF files and other common formats.
- **Custom Reports** – In addition to IMBR's standard report set, users can create custom reports, explanation of reviews (EORs), and letters.
- **Network Penetration** – IMBR provides the flexibility to associate network contracts with provider records, as well as with provider addresses. Networks can also be linked to claims to accommodate medical provider network (MPN) legislation.
- **Client Set-up** – Account Function Groups will be available within IMBR. A single function group can be set up and linked to one or more accounts and each function group can be linked to a different level of account.

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