

Increased robustness and scalability of managed care bills processing



Our client, a provider of integrated medical management services, needed to streamline managed care operations and claims control.

Marlabs Solution

Marlabs helped redesign managed care processes, and built a composite workflow solution to automate improved practices.

We also provide BPO services for bills processing. Bills are assembled into batches, with a cover sheet for each batch. Through a bar code imprinted on the cover sheet, information such as batch number, number of pages, number of bills, and date of batch is captured.

Scanned bills are entered into the imaging module. Individual scanned pages are extracted into appropriate folders. Actual numbers received are compared with bar coded information. Batches for which expected and actual numbers do not match are moved into an error bin. Should any medical documents be found to be missing, processing is suspended and follow-up email/faxes are sent to providers.

Successfully matched documents are added to the bills entry queue. Team members enter billing data for scanned bills received. Incomplete items are sent back to the queue. Bills with missing data are flagged as “suspended.”

Active processed bills are forwarded to assigned reviewer desks. The objective of bills review is to determine if bills should be paid out and what should be the appropriate payment amount. Clinical editing rules help catch billing errors from a clinical perspective through CPT to ICD crosswalks. Checks for duplicates and pre-authorization are also executed.

Re-pricing is carried out for both par (within network) and non-par (outside network) providers. For par providers, bills are automatically re-priced with current contract values. Non-par provider bills are transferred to external vendors that provide re-pricing services.

Claims are managed by the system. Injury reports are received through the web. The software keeps track of cases along with medical data. Patient appointments with providers are scheduled through the application. For services that are not available through own networks, external service provider networks are utilized. Account management functionality helps optimize ongoing customer relationships.

Client:
Managed care provider

Technology Platform:

- .NET
- SQL Server 2005

Benefits

- Improved overall claims management processes.
- Provided capability to handle large billing volumes.
- Increased quality of process outputs.
- Reduced turnaround time for bills processing.
- Raised productivity of managed care teams.
- Lowered costs of claims processing.