



Advanced Claim Management

Identify the Most Efficient Path for Healthcare Claims



Manual intervention in the claim re-pricing and/or adjudication process can be extraordinarily costly and require significant resource allocations to support.

Advanced Claim Management is an advanced claiming solution for payers that want to improve claim auto-adjudication rates and identify the most efficient path to process claims for a higher first-pass rate and lower costs.

Improves Processing Cost-per-claim By Reducing Manual Intervention

Apply defined criteria, reference data, and business logic to claims processing workflow to increase auto-adjudication rates and efficiency

How It Works

The solution accesses Change Healthcare hosted current and comprehensive payer information and payer-defined criteria to validate, augment, replace, and normalize provider-submitted data; reject or segregate claims; and identify and reject duplicate claim submissions.

Additionally, leveraging Change Healthcare hosted payer data, Advanced Claim Management can automatically route claims to and from PPOs (as well as non-PPO entities) for appropriate repricing services and/or processing.

Change Healthcare can support these respective value-added services with appropriate reporting and supplemental data files to help improve claim processing efficiency.

By applying payer-specific pre-adjudication business rules to claims, payers can reduce the need for manual intervention in the adjudication process and improve processing cost-per-claim.

Benefits

- Significantly improves processing cost-per-claim by reducing manual intervention
- Improves claim accuracy by validating, augmenting, replacing, and normalizing provider-submitted data
- Reduces the time spent working pending claims with the ability to filter or reject transactions based on payer-specific reference data
- Appropriately directs pre-adjudicated claims to/from PPO partners for repricing services prior to delivering to a payer for final adjudication

About Change Healthcare

Change Healthcare is inspiring a better healthcare system. Working alongside our customers and partners, we leverage our software and analytics, network solutions and technology-enabled services to help them improve efficiency, reduce costs, increase cash flow, and more effectively manage complex workflows. Together, we are accelerating the journey toward improved lives and healthier communities.