



Data Marshall has been handling claims overpayment recovery services for a client located in Nashville, TN

Challenges

- Large inflow of volume
- Demanding turnaround times
- Critical, hence high accuracy rates are desirable
- Increasing operational cost
- No documented procedures or guidelines
- Difficulty in consistently achieving the monthly & yearly overpayment recovery targets

Solution

The best possible solutions offered to the client are:

- Offered 24*6 work models in turn helped the client to meet their SLAs.
- Planned the staffing to balance the volume flow & resources resulted in improving the TAT levels for the proposals. The volume trends are well analyzed & appropriate handling mechanisms were drafted.
- Provided extensive training to the team members to be aware of the consequence of every mistake. Resulted in team accuracy rate of 99.5% and consistently maintaining accuracy levels above 99.75%.
- During the on-site visit, studied the whole process flow and prepared process documents for standardization and efficient operational controls within the processes have helped streamline the process onsite.
- Client has experienced cost savings in excess of 50%



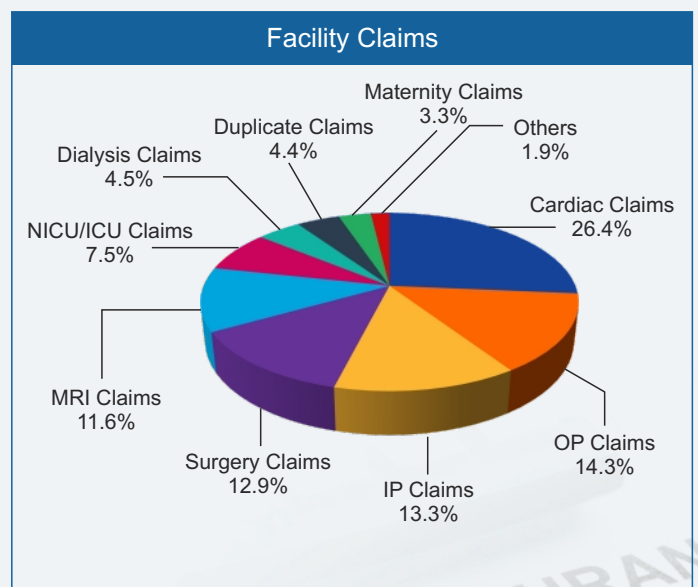
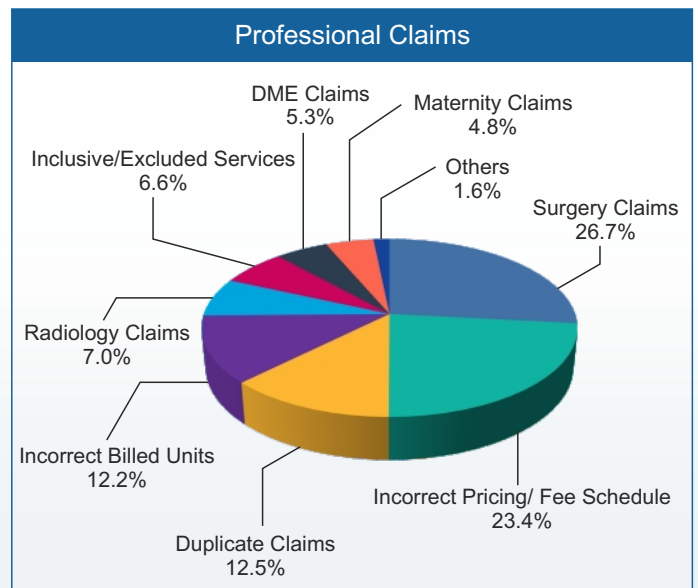
Benefits

Data Marshall identified overpayments worth \$200 Million at a consistent accuracy of 99.5%. The claims audit team members are trained in the latest recovery techniques and are certified in all aspects of Healthcare Overpayments Recovery Services. The team reviewed around 150-200 thousand claims/year and has recouped an average of \$40Million worth potential overpayments/year for the client.

Through our services, we have been able to deliver the following benefits to the client:

- Created a dedicated team to identify low \$ refunds, which would not have been cost-effective for the onsite analysts.
- Service delivery accuracy of greater than 99.5%.
- Identified overpayments in excess of \$200 Million till date, with consistent identifications of \$2Mm on a monthly basis, including identifications as a 2nd/3rd pass vendor.
- Overpayment ratios of 8-10% in professional claims and 5-7% of institutional claims, with claim overpayments ranging from \$50 to \$5,000 (Professional claims) & \$1,000 to \$500,000 (Facility claims).
- Discovered uncharted claim scenarios for overpayments identification (eg: Mental Health, Epogen & Epoetin administration etc).
- Provided cost savings in excess of 50 %.
- Significant reduction in client's involvement with regard to senior management's time and resources.
- Contingent pricing model - the recovery process is performed with no upfront fees to the client. Fees for this service are paid as a percentage of the amount recovered on behalf of our client.

Review Areas & Refund Contribution:



For more information visit www.datamarshall.com

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