

Encounter Management

A complete encounter lifecycle management solution for managed Medicaid health plans

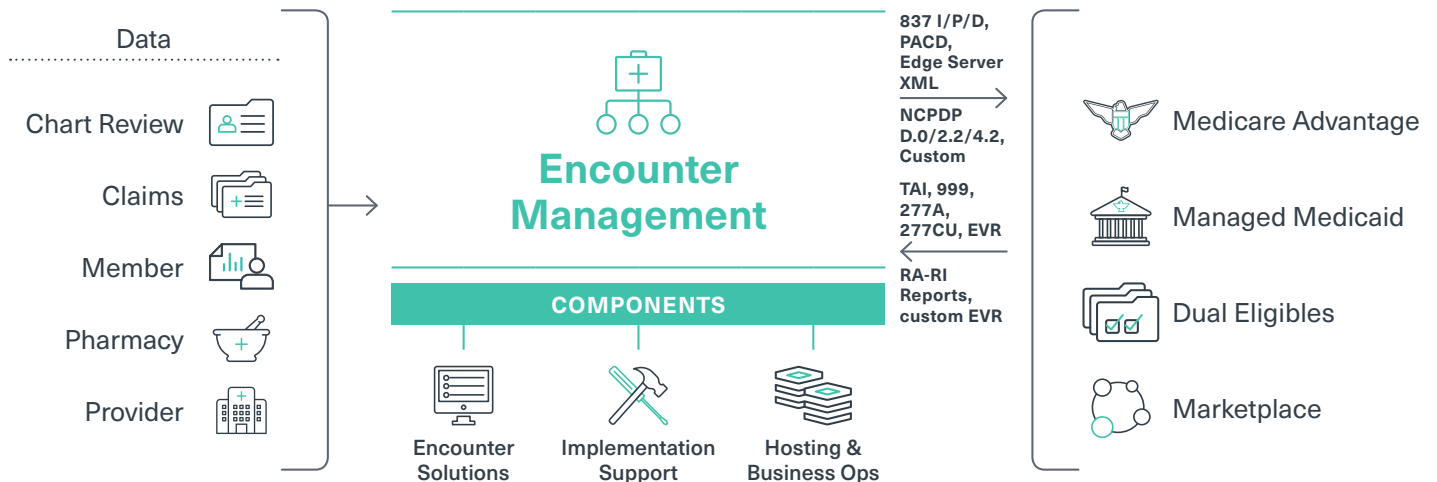
Introduction

If there is one thing consistent across different state managed Medicaid programs, it is the inconsistency of file formats, submission rules, SLAs and associated penalties. For health plans participating in managed Medicaid programs these inconsistencies turn into sources of frustration, headache and unfortunately, financial loss. For example, there are health plans in California that have been fined up to \$2.5M for failing to submit complete encounter data.

For plans operating in more than one state Medicaid program, the challenges and headaches are multiplied. Managing multiple states means having to manage multiple variations of companion guides and multiple instances of changes in requirements and business/compliance rules. Additionally, there are the various penalties across states that need to be constantly managed and monitored to ensure compliance.

These aspects all add up to the fact that in order for plans to submit encounters that are accurate, complete and within the required timeframes consistently and across multiple states, they require an encounter management system designed to address the complexities and nuances of the states in which they operate.

Edifecs Encounter Management delivers a flexible end-to-end encounter submission and reconciliation system that can be used to streamline operations, leveraging state-specific formats and rules. Our scalable, workflow-based solution improves encounter accuracy, completeness and timeliness, reduces administrative costs, enables health plans to reduce state-levied penalties and to adjust to state-based changes quickly. Coupled with our best-in-class hosting, professional services and business operations offerings, Edifecs delivers the industry's most comprehensive encounter lifecycle management platform for MCOs.



Why Edifecs

- Comprehensive encounter lifecycle management system designed to handle state-specific requirements
- End-to-end management of state requirements to ensure ongoing compliance
- Flexible architecture that can also be leveraged for Medicare Advantage, dual eligible and ACA/Marketplace submission and reconciliation
- Integrated with Edifecs Risk Adjustment for an end-to-end revenue integrity solution
- Best-in-class hosting, professional services and business operations

Key Capabilities

- Prioritize encounter exceptions and remediate via built-in workflows
- User-friendly, direct data entry utility for supplemental data
- State-specific business rules and upfront edits
- Best-in-class regulatory change management
- Dashboards to monitor SLAs proactively to make quick course corrections to avoid state penalties

Key Benefits

Reduce state-levied financial penalties

- SLA metrics dashboards to track and report SLAs for timeliness, accuracy
- Mass correction capability to fix errors quickly and resubmit data

Decrease audit costs and complexity

- Pre-built state-specific business rules to reduce errors and improve data quality
- Support for data enrichment to ensure data quality
- Workflow/UI correction and audit capabilities to manage error corrections

Reduce encounter administration costs and complexity

- Dashboards and reporting capabilities to support complete visibility of state submissions
- Single application to support Medicare Advantage, managed Medicaid and commercial lines of business

Reduce IT and administrative costs while improving submission performance

- Single-tenant hosting options
- Edifecs-managed software updates to maintain compliance
- Security and certifications (including HITRUST)
- Edifecs-managed technology and submission operations



Edifecs Inc. is a global healthcare software company committed to improving outcomes, reducing costs, and elevating value of healthcare for everyone. Edifecs delivers the industry's premier IT partnership platform to providers, insurers, pharmacy benefit management companies, and other trading partners. By mobilizing its leading solutions at the front end of the healthcare information pipeline, Edifecs provides a unified platform for partners to flexibly pilot and scale new initiatives using their existing enterprise system. Since 1996, hundreds of healthcare customers have relied on Edifecs partnership solutions to future-proof their leading initiatives in the midst of a dynamic healthcare landscape. Edifecs is based in Bellevue, WA, with operations internationally. Learn more about us at edifecs.com.