
The Key to Encounter Lifecycle Management Success for Small and Mid-Tier Health Plans

Introduction

Small and mid-tier managed care plans operating in Medicare Advantage and/or managed Medicaid face unique encounter management challenges. SME staffing gaps, infrastructure limitations and budgetary constraints often increase encounter submission and reconciliation challenges. However, despite these challenges, non-compliance with (state/federal) government regulations is not an option and, in fact, can be quite costly and in more ways than one.

In order for small and mid-tier managed care health plans to successfully manage the encounter management lifecycle and ensure revenue integrity and compliance, they must seek out solution options tailored to meet their specific business requirements. This process begins with finding solutions that reduce encounter management cost and complexity, improve first-pass rates and enhance revenue integrity.

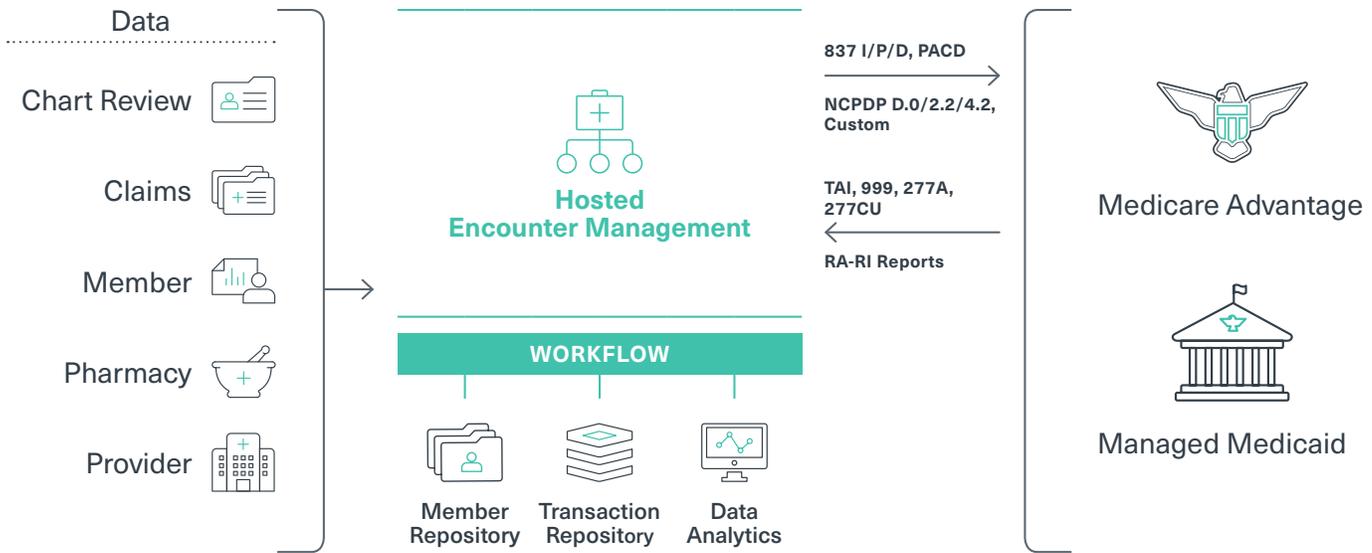
The Edifecs Encounter Management for Small and Mid-tier Health Plans solution delivers unparalleled encounter lifecycle management capabilities in a hosted deployment model. With our deep domain and SME expertise, Edifecs delivers demonstrable cost savings and operational efficiencies, streamlined compliance and business continuity and accurate risk adjusted revenue attainment.

Why Edifecs

- Solution can be utilized by health plans operating in managed Medicaid and/or Medicare Advantage lines of business
- 100% hosted and Edifecs-maintained encounter lifecycle management system
- Achieve a 99% first-pass encounter acceptance rate
- Deep encounter management and risk adjustment SME experience

Key Capabilities

- Ensure that the most revenue-impactful encounters are being corrected and resubmitted through prioritized exception management workflows
- Enable end to end encounter lifecycle visibility through front-end business validations
- Ensure state / CMS submission compliance and business continuity
- Consolidate encounter operations for both Medicare Advantage and managed Medicaid lines of business in a single system
- Avoid state and CMS SLA-based financial and/or membership penalties



Benefits

Reduce state-levied financial penalties

Improve RAPS and EDPS first-pass rates

Reduce encounter administration costs and complexity

Improve program financial health and solvency

Features

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

- Configurable business rule engine
- Accurate and transparent filtering logic
- Single system to manage the end to end submission and reconciliation* of RAPS and EDPS files, utilizing a single claim

- Dashboards and reporting capabilities to support complete visibility of state submissions
- Single application to support both Medicare Advantage, managed Medicaid lines of business
- 100% Edifecs-managed encounter management system

- Out-of-the-box support and maintenance (COTS product) to address state encounter submission regulation updates
- Prioritize encounter exceptions based on revenue impact
- Vendor/pass through data load (pharmacy, DME, BH claims) support to have complete visibility of all encounters submitted to state

* Additional module required

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