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Encounter Management

Ensure revenue integrity through accurate, complete and compliant encounter submissions

Business Issue

The expansion of managed Medicaid, Medicare Advantage and Dual Eligible growth plus the advent of the Marketplaces open multiple windows of new opportunity for insurers. These windows have the ability to bring in millions of new enrollees and increased revenue. However, these new enrollees likely carry chronic conditions and co-morbidities as well, thus exposing health plans to greater financial risk.

Financial risk can be mitigated through the submission of timely, complete and accurately coded encounters. Not only are these encounters crucial to ensuring the correct risk-adjusted payments but are required for regulatory compliance across both government and commercial lines of business (LOBs). And for plans entering into new markets and programs, the challenges only multiply.

With Edifecs, health plans can now leverage a scalable and flexible encounter management solution that is both program and state-format agnostic, complete with a consolidated encounter book of record. End-to-end submission and reconciliation processes ensure regulatory compliance and full visibility into the revenue cycle. Built-in encounter correction capabilities further drive revenue integrity and reduced IT, administrative and TCO costs.

Why Edifecs?

- Integrated encounter book of record that is program and state format agnostic

- Seamless EDI channel connectivity via integration with the industry-leading Edifecs trading platform
- Knowledge Packs to provide specific state-based functionality and streamline new market entry
- Hosted solution model option reduces TCO, administrative and IT expenses
- Solutions already leveraged by leading managed care, Medicare Advantage organizations, and Marketplace-participating health plans

Capabilities

Edifecs Encounter Management provides a flexible and scalable solution that maximizes encounter accuracy, streamlines encounter management workflow while reducing administrative and IT costs.

- Deploy a consolidated encounter book of record
- Streamline design and implementation of custom business rules and amendment of existing rules (i.e. the RAPS to EDPS transition for Medicare Advantage)
- Leverage prepackaged sets of encounter formats and business rules that are program specific
- Drive more accurate risk analytics and revenue forecasting and revenue reconciliation
- Ensure the prioritization of encounter corrections based on HCC risk models
- Streamline submission and reconciliation of Dual Eligible submissions

The Edifecs Encounter Management solution provides an integrated encounter book of record that streamlines encounter management, and improves revenue integrity, across Medicare Advantage, managed Medicaid, Duals and the Marketplace.

Benefits

Supporting Features

Decrease encounter and Edge Server submission fall out

- Consolidated encounter book of record for all lines of business to ensure complete and accurate tracking and status monitoring of all encounters and Edge Server submissions down to the member level

Increase revenue integrity through HCC-accurate encounters

- Edifecs proprietary algorithms reflect deep business and compliance expertise; uses claims and ancillary data sets to identify and correct HCC gaps and inaccuracies on encounters

Ensure Marketplace exceptions are prioritized

- Exception prioritization based on RA and RI impacts
- Dashboards to view attachment points and exceptions by claim

Reduce Dual Eligible submission costs and complexity

- Configurations to support dependent and non-dependent Duals models across states

Improve plan ability to streamline the RAPS to EDPS transition

- Manage RAPS and EDPS submissions
- Compute risk scores and exception prioritization based on risk score impacting diagnosis codes

Manage state Medicaid business growth

- Single system to manage all state Medicaid, Duals, Medicare Advantage LOBs
- Standard input layout to support encounter generation across LOBs
- Partner security to manage state level encounter data access within the application

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