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Attachment Management

Smarter claims attachments for clinical document exchanges

Business Issue

Care providers have for a long time been dissatisfied with their interactions with health plans. The amount of time they and their staffs spend calling, faxing, and emailing supplemental data to health plans comes with a heavy cost burden. Currently, over 20-30% of all claims will require some type of supporting documentation from a provider or hospital system and each claim could cost from $6-45 to receive, review, prepare and send (using traditional methods like mail and fax).

A major part of these costs are high touch processes that require human intervention such as paper-based claim attachments. The solicited and unsolicited claim attachments are an important part of the claim processing but are very error prone. Over 5,000 different medical document types could be requested from providers by health plan to resolve issues related to claim denial

appeals, prior authorization, pre-certification, quality reporting, and chart pulls for care management. These use cases, and more, will all require supplemental documentation in the form of an attachment.

Capabilities

The Attachment Management solution introduces a unique approach that enables secure exchange of electronic attachments, automates cross-enterprise workflow, drives provider adoption and cost-effectively integrates with existing payer back-end systems. Payers can tighten reimbursement processes and providers can comply at lower costs.

It is now possible to link any uploaded attachment in any format to the right plan, for the right member, using the right process and ensure operational efficiency through end-to-end tracking and transparency.
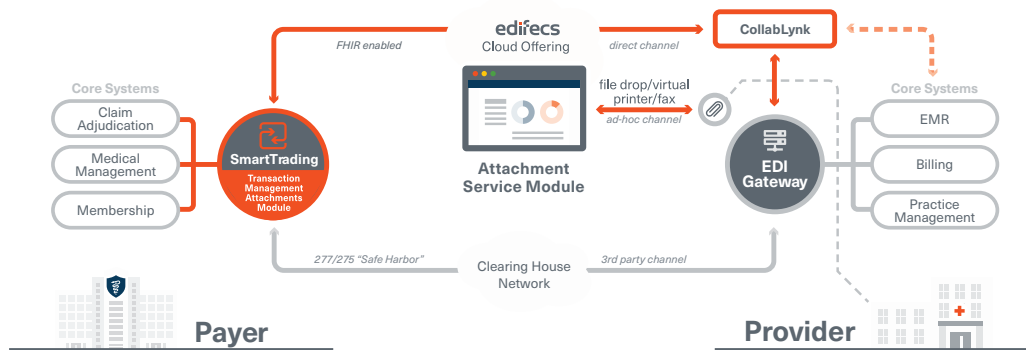

Figure 1: *Edifecs Attachment Management. The solution has the two components: Transaction Management Attachments Module, which is an add-on to payer's Smart Trading platform, Attachment Service Module which is a provider-facing cloud-based web service and CollabLynk that enables secure data exchange between all parties involved.*

Benefits	Supporting Features
Enables Electronic Attachments	- Enables payers to electronically request attachments - Seamlessly links provider responses to claim - Support member requests for Information - "Safe harbor" 277/275 and emerging standards (FHIR) - Brokers medical documentation exchange - Dashboard visibility to review internal workflow
Drives Provider Adoption	- Support multiple communication channels - Receive responses direct or through a payer portal - Integrate an existing document management systems - Simple setup and support for a virtual printer
Cross-Enterprise Workflow	- Provider self-service signup with payer approval - Support solicited and un-solicited modes - End-to-end lifecycle tracking with user assignment - Payers attachment receipt and email notify - Pro-active problem resolution and task transparency
Deep Payer Integration	- Collect all medical documentation with any channel - Intelligently route to existing back-end systems. - Model scales to meet emerging business initiatives - Support claim adjudication, risk adjustment, quality metrics

Why Edifecs

- The right approach to smarter payer-provider collaboration by utilizing the Edifecs industry-leading trading technology.
- Innovative market offering with backend integration to payer systems and existing provider portals.
- Brokers secure exchange of electronic attachments and automates cross-enterprise workflows through any channel.

- Increase quality of provider network relationships by simplifying experience and streamline workflows.
- Hosted solution model reduces total cost of ownerships and increase return on investment.

Contact your representative or request a demo online. Ask to see how Attachment Management can reduce administrative costs within your organization.

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