

Process Automation for a Limited Medical Payor

EXDIONRCM



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Client Profile

Founded in 1972, an expert in limited medical plan management our client is a Third Party Administrator that specializes in self-funded solutions, with an emphasis on personalized service and efficient plan management.

Challenges

- Unique Plan Complexities
- Required a thorough review of pre-existing conditions to avoid
- excess payments
- Claims were exceeding the TAT due to high claim complexity
- Fluctuating claim volume
- Process Standardization was a problem because of variation
- in processor understanding and experience

Solution

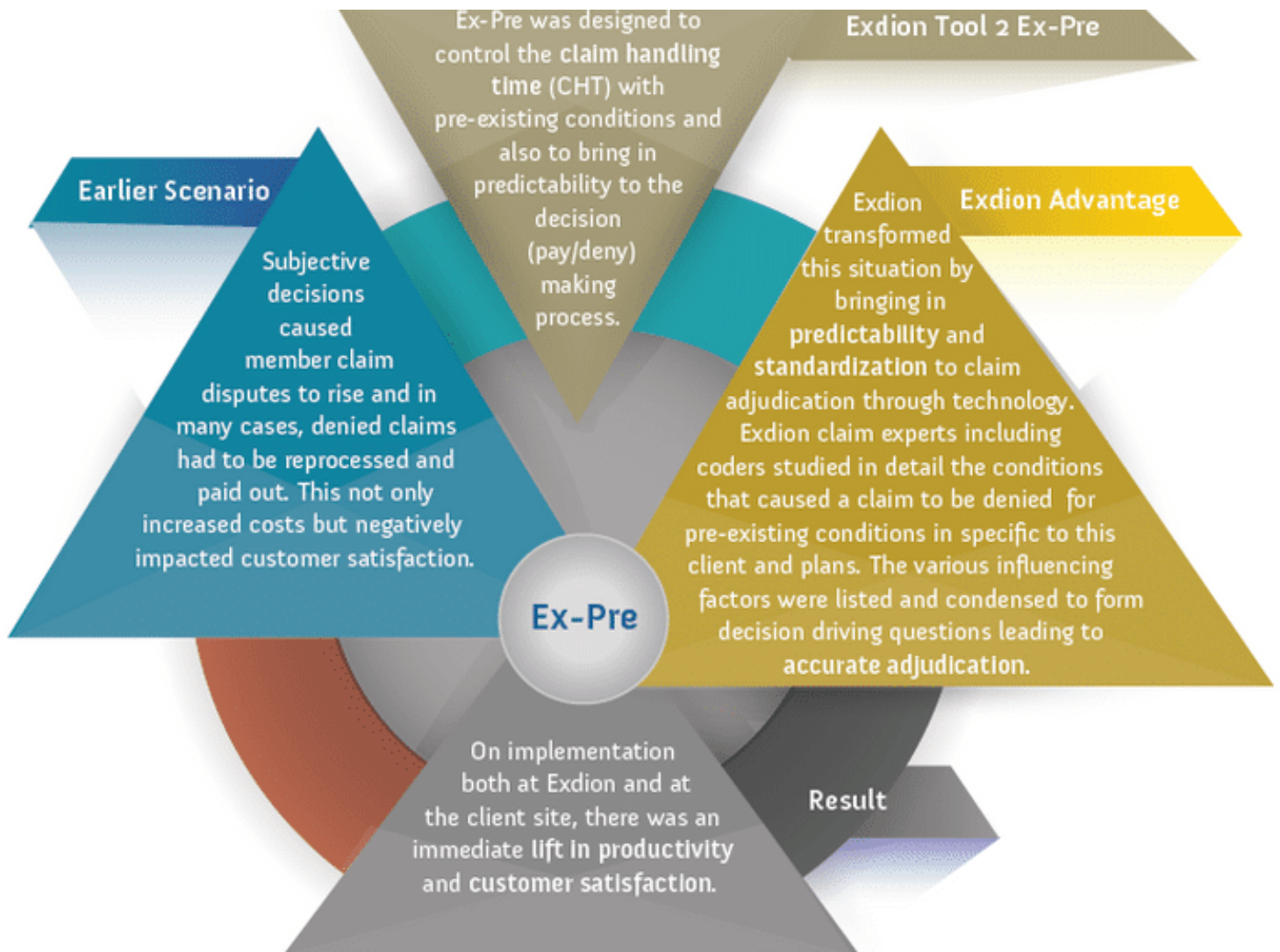
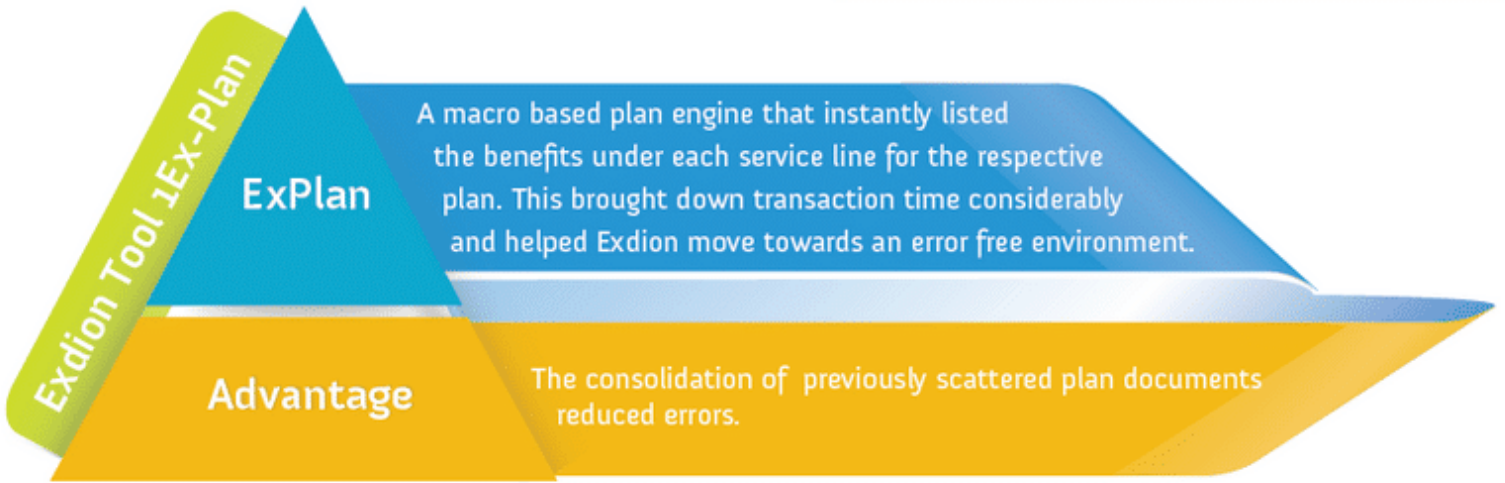
The knowledge level requirements of the claim reviewers - Exdion formed a team of claim reviewers where 1 in 5 was a medical coder.

This helped build a strong knowledge base that was much required for the complex claim review process

The fluctuating volumes - ExdionRCM worked with the client in base lining the metrics and arrived at a plan where 60% of the overall team size was the base team with rest added on demand through a unique dynamic staffing model.

2 Months – 2 Tools - ExdionRCM's breakthrough!

ExdionRCM committed a process improvement charter to the client and aimed to gain a 10% efficiency lift. Over a period of 2 months, ExdionRCM designed and developed 2 automation tools to support claim operations.



Value Added with Exdion:

- Exdion transformed a complex, unpredictable business situation with a high level of ambiguity into a highly standardized business process.
- Dynamic staffing with Exdion helped manage peak and lean periods with very limited overhead costs.
- Exdion offered the client a 15% lift in efficiency, reducing the team size from 20 FTE to 17 FTE in just 2 months.
- Exdion offered the client a cost savings of \$ 500 K annually by reducing claim paying expenses from \$1 million to \$480 K.
- Exdion's automation tools were leveraged by the client's in-house teams as well improving efficiency all around.

For more information visit us at-

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