Small Payor Relies on AdminisTEP 'Dashboard' to Manage Claims

I t's not just the big payors with high claims volumes that have problems managing their claims. Smaller payors – especially those with minimal IT resources and antiquated systems – face challenges as well. For one small payor serving 14,000 providers and more than 30,000 lives in numerous remote regions across a large geographical area, these challenges were becoming the difference between profit and loss.

The challenges facing this small payer included an inability to:
- Track claims inventory
- Route and manage pended claims
- Prevent the loss of claims
- Predict cash flow based upon incoming claims

An additional challenge included the occasional double-paying of claims, which resulted from the accidental reloading of batch submissions that were already processed. Remedies to these overpayments – when they were actually discovered – placed additional burdens on an already overworked staff.

Trying to avoid a costly replacement of its host system, which would further compound the organization's financial troubles, the small payor began looking for alternative solutions and decided to try AdminisTEP™. The payor selected AdminisTEP for two primary reasons. First, AdminisTEP is a hosted solution that users can access with an Internet browser, which reduces the solution's reliance on IT resources. Second, AdminisTEP extended the functionality of the payor's host system, rather than replaced it, by extending the core functions of the claims processing system – along with additional features – into a Web-based interface.

DASHBOARD PROVIDES REAL-TIME CLAIMS STATUS

AdminisTEP's intuitive interface provided the payor with a "dashboard" where users could monitor the real-time status of claims, research historical claims to resolve issues, create reports and use various tools to manage cash flow. Reporting capabilities include indepth information about billing,

CHALLENGE

A small payor needed a more efficient way to manage claims submissions and reimbursement to avoid lost claims and double payments.

SOLUTION

AdminisTEP™ created a dashboard interface that allowed managers to track the real-time status of claims, predict cash flow and reduce lost claims.

RESULTS

Following implementation, the small payor virtually eliminated lost claims and was able to better track pended claims that needed review. In addition, AdminisTEP enabled the financial staff to more accurately predict cash flow, analyze profit and loss scenarios, and prevent the double-paying of claims.

KEY FEATURES USED
- A "Dashboard" details claims status in real time
- Claims management capabilities eliminate double payments
- Paper-based claims are converted into electronic formats
- Reporting tools help predict cash flow

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transaction throughput, confirmation of the transmission and receipt of transactions, as well as details about remittance and the claims paid by each check. These capabilities enabled the payor to accurately track claims inventory and avoid double payments, efficiently manage pended claims, prevent the loss the claims and predict cash flow.

CONVERTING PAPER-BASED CLAIMS

Additionally, AdminisTEP provided the payor with a solution to convert paper-based claims into electronic formats. This reduced manual processes and enabled the payor to manage the converted claims with

AdminisTEP – along with the other claims that were originally submitted in electronic formats. AdminisTEP uses optical character recognition (OCR) and vertexing capabilities to convert the paper-based claims into 837 formats that can pass through business rules, and claims with errors are placed in the edit queue to be corrected before processing.

No more paper. No more double payments that increase operational costs to remedy and jeopardize financial stability. AdminisTEP delivers the performance that payors need to increase efficiency and improve the management of cash flow.

CHECK OUT ADMINISTEP ONLINE!

- **www.administep.com**
- **View an AdminisTEP Web Demonstration:** Call 1-888-751-3271 x3141 to schedule a demonstration.
- Click on the **ROI Calculator** button to learn how AdminisTEP can help you control costs.

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