

Turning Data into Dollars:

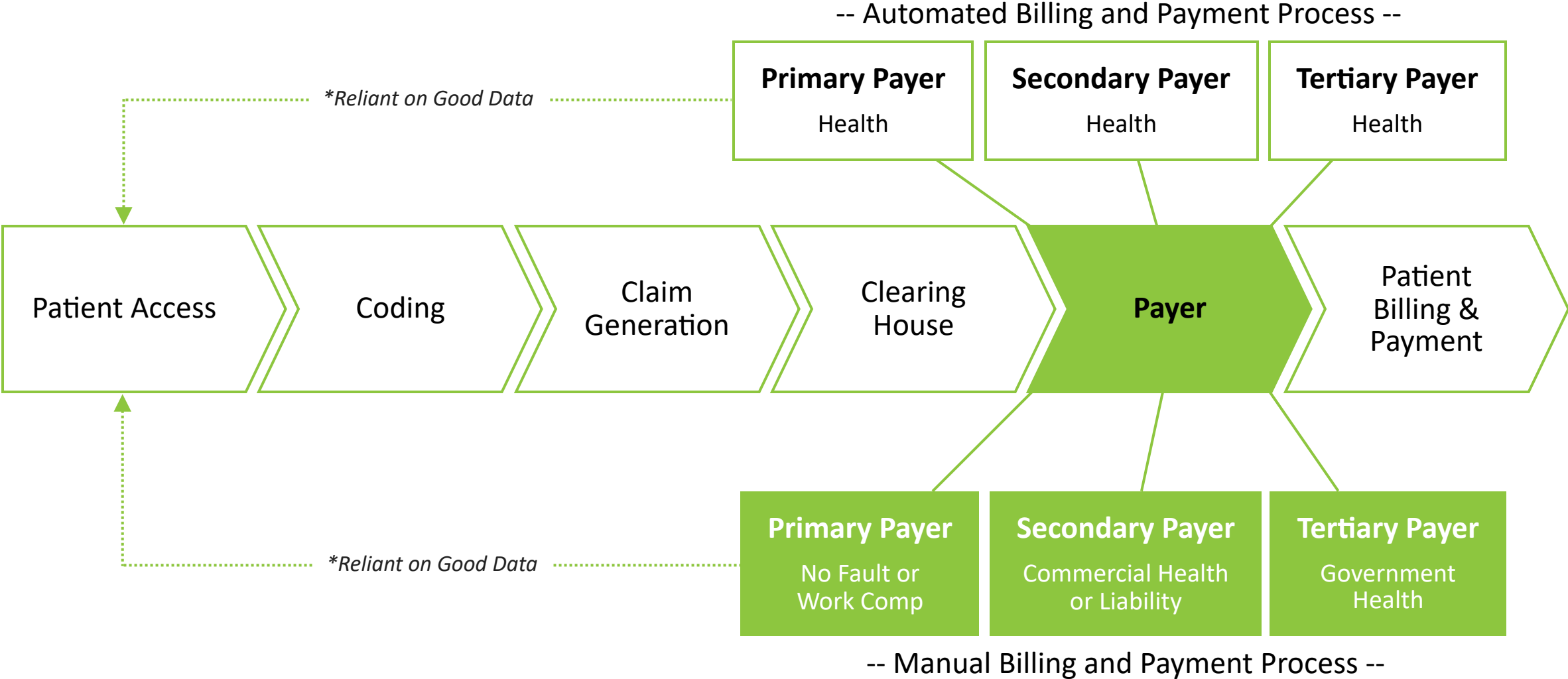
How to Close the Data Gap & Recover More from MVA & WC Claims

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Standard Revenue Cycle Claim Process vs. Complex Claims



3 Reasons Why Accident Claims Matter



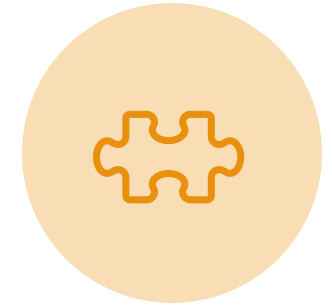
Compliance

- MSP Compliance Rules
 - Medicare Prompt Pay: 120 days from discharge
 - Medicaid Prompt Pay: 30 days from discharge
- COB Provisions:
 - ✓ Liability vs. No-Fault & Commercial Health
 - ✓ “Hold Harmless” Clauses
 - ✓ Numerous Class Actions with Meaningful Damages



Revenue

- Managed correctly, these claims generate meaningful ROI.
- Revecore average = 570% ROI
- In the last 12 months, the average ROI (\$) per account is \$1,600 in additional reimbursement after fees (vs billing health primary or self-pay)



Complexity in Small Numbers

- These claims require dramatically different workflow which required specialized expertise

How are these claims identified?

① **Patient Arrives at Hospital**

First Ask:
Are you here for an injury or illness?

② **Capture Insurance Info**

Regardless of the answer always ask:
What is your health insurance?

③ **Injured in an Accident**

If injured in an accident ask:
What type of accident were you involved in?

Registration

Capturing the insurance and accident details

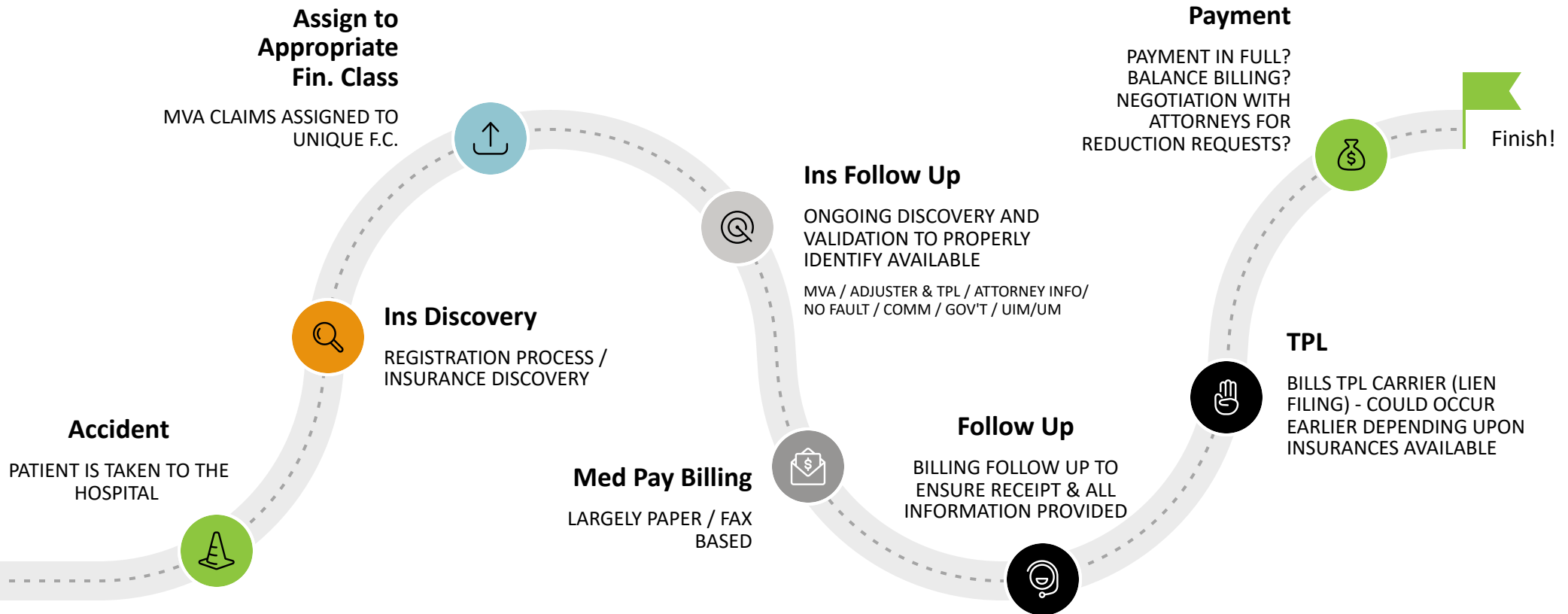
Motor Vehicle Injury

1. Patient's Contact & Auto Insurance?
2. Driver's Contact & Auto Insurance?
3. At-Fault Driver's Contact & Insurance?

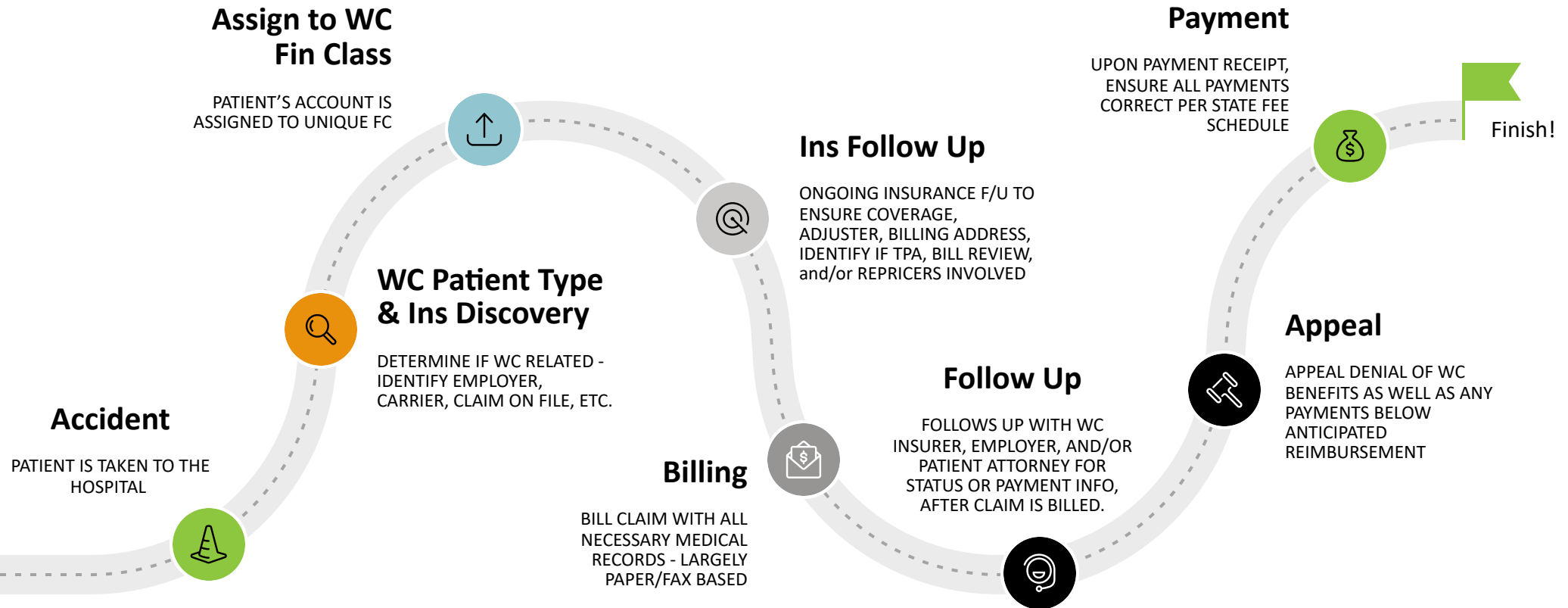
Work Related Injury

1. Patient's Employer?
2. Employer's Phone Number?
3. Employer's Work Comp Carrier?

MVA Recovery Process



WC Recovery Process



Legal Nomenclature of Accident Claims





Understanding Property & Casualty Insurance



Types of Insurance Related to Accident Claims:

- Medical Payments (Med Pay)
- Personal Injury Protection (PIP)
- Workers' Compensation
- Commercial Health Insurance
- Government Health Insurance
- Liability Insurance
- Under/Uninsured Motorist Coverage

California Auto & Workers' Comp State Laws



Med Pay

Commonly Purchased Coverage: \$2,000 limit

California auto insurers are obligated to offer medpay coverage at a minimum of \$1,000 but up to \$100,000

Lien Law

According to the California lien statute (Cal. Civ. Code § 3045.3 for auto and Cal. Labor Code LAB § 4903.05 for workers' compensation) hospitals in California can file liens for the reasonable and necessary charges for treatment resulting from an accident or the negligent or wrongful act of another.

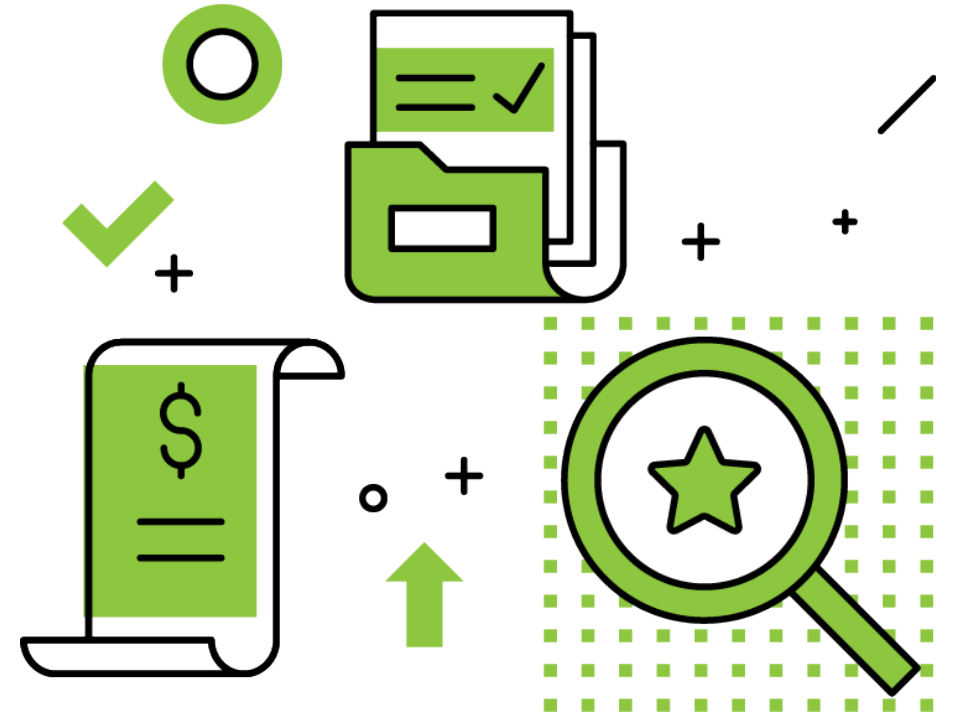
The hospital lien will not attach to first party insurance (medpay, UM, and UIM) but does attach to third party liability and workers' compensation claims.

Workers Compensation

Fee Schedule

Governing Body: Department of Labor & Workforce Development

How to do this Right



Verify Insurance Coverage



There is no easy route here. Auto carriers, Attorneys and Workers' Compensation carriers must be contacted to confirm the following:

- Verify **insured is covered** / represented
- Verify **claim is open** with the carrier and/or that the patient is represented by counsel (May need Patient to assist)
 - ✓ Remember that attorneys are typically secured after care provided
- Verify patient's insurance **address, fax and other contact information for billing** and follow-up (for WC, ensure contact for TPA or Carrier if different from Employer)
- Verify all contact information for possible **at-fault insurance** (at-fault individual, insurance and attorney)

Billing – COB Requirements

Commercial Health Insured

Patient Gets Injured

Hospital Treats Patient

Med Pay/
PIP

Commercial Health Ins.

Third Party Liability

Patient Gets Injured

Hospital Treats Patient

Med Pay/
PIP

Third Party Liability

Medicare

Medicare and/or Most Government Insurance

Medicare – COB Requirements (MSP)

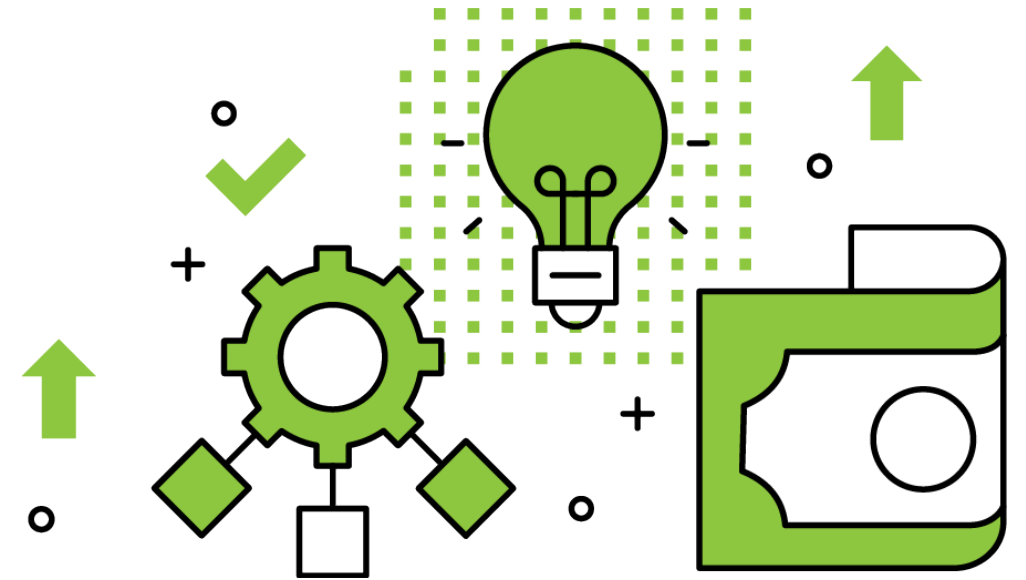
MSP (Medicare Secondary Payment Act): Makes the “responsible” party obligated to pay primary or to reimburse Medicare for expenses incurred by the Medicare recipient / claimant

- **Liability - May bill Medicare “Conditionally” if Liability insurance does not pay “promptly” (120 days)**
- **May bill Liability beyond 120 days if Medicare not Conditionally billed**
- **If Medicare billed, provider must accept Medicare approved amount as payment in full**
- **If pursue liability, provider may accept amount greater than Medicare approved amount**

By pursuing liability prior to billing Medicare, Revecore is able to generate over a 600% ROI on accounts paid by liability vs billing Medicare right at the 120 day prompt pay period.



Closing the Data Gap





Should You Partner?

- Keep an open mind to developing a better plan for Accident Claims
 - ✓ Depending upon the volume, the recovery vs. the opportunity, staff limitations and complexity... outsourcing this 3% of claims may be a wise outsourcing option
- If you already outsource, consistently test the market to ensure your vendor is performing at optimal levels at the most competitive pricing



Better Data

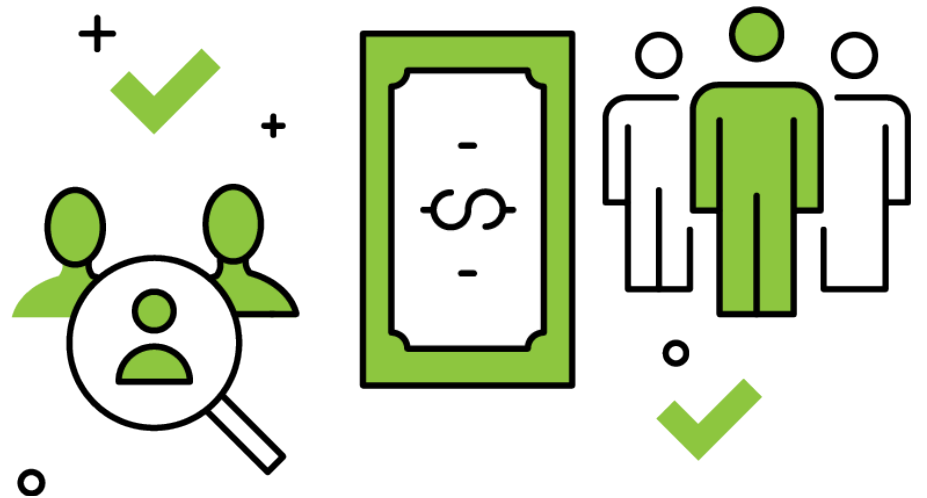
- **56% of all payments come from insurance found via our payer search technology**
 - **19% come from client registration**
 - ✓ Revecore has real-time access to payer information that is updated as the liability determination is determined. We get information automatically that could take you hours of phone time.... if they answer.
- **83% of insurances identified through our payer search technology are billed w/in 48 hours**



Better Results

- Our comprehensive code sweep covers 4,400 possible ICD-10 codes for missed registration data
 - ✓ Misses happen all the time because of emergent cases.
- Clients typically see 25 - 40% increase in volume due to code sweep.
- Clients see significant revenue lift from coordinated billing automation.

Things to Consider in a Partner



Vendor Considerations Beyond the Obvious

- ① Objective & Unbiased **3rd Party Credentialing** (HFMA Peer Review, KLAS Ranking, etc.)
- ② Use of Technology –Understand its benefits and differentiators –Proprietary and Specialized – **Alert on manual processes**
- ③ **Tenure of Staff** and Employee Retention Rates
- ④ **Client Retention Rates** and Contract **Signage** within current 12-24 months
- ⑤ **Up-Front ROI Analysis** at no cost with understandable logic & explained assumptions
- ⑥ Focus on ROI vs only COST – **Avoid** allowing **pure “relationship” based decisions**
- ⑦ Ask for their Implementation plan in detail – **Look for suggested Best-Practices** (allow for trust in these as typically they have thought a lot more about it)



Balanced Vendor Characteristics



Thank you

Questions

