

Claims Review and Resolution Solution

Claims payment has become more complex, particularly for large dollar claims. With the dramatic rise in auto-adjudication and billing errors, payers frequently miss major opportunities for significant savings that can greatly impact their bottom line.

ClinAssist is the leader in complex claims review and resolution, offering payers a complete solution, from initial screening through settlement. ClinAssist employs a state-of-the-art process, hands-on clinical and financial experts and proprietary algorithms to achieve exceptional results.

Conventional medical record audits typically focus on matching services billed to physician orders, resulting in average savings of 4%. In contrast, ClinAssist's average savings is 21.2%.*

How ClinAssist Works

Pre-Screen

We offer a complimentary Pre-Screen to determine if the claim would benefit from a Forensic Review. We guarantee a rapid turnaround to avoid penalties for delayed claims payment.

Forensic ReviewSM

Our innovative Forensic Review combines advanced technology with hands-on clinical and financial expertise to analyze every aspect of a claim, identifying savings opportunities that are often missed in a standard automated review or a medical chart audit. A Forensic Review reconstructs the course of care to identify gaps between the care provided and billed charges.

Our team of clinical and financial experts, combined with our proprietary technology, identifies inappropriate levels of care, non-covered services, experimental treatments, quality of care issues (never events, hospital acquired conditions, medical errors, iatrogenic events) and unbundling. Our Forensic Review documents categories of exceptions, building a strong platform for settlement.

Negotiation and Settlement

We use highly experienced negotiation specialists to engage in constructive negotiations with hospitals. Our goal is always to achieve a fair and equitable result for everyone involved in the process.



Program Benefits

- Significant average savings of 21.2%*
- Complete cycle of claims resolution services including final negotiation
- Communication with all parties involved in the claims process
- Constructive negotiation and settlement methods using a panel of experts
- Increased satisfaction – health plan, employer, member
- Higher than industry average ROI

For more information:
call 877-631-9080

or visit us on the web at:
www.assistgroup.com

* This represents average savings for closed cases during 2010 on hospital-billed charges after contractual discounts have been applied. Individual case savings may vary.

ClinAssist Referral Criteria

ClinAssist is appropriate for unpaid claims where:

Catastrophic claims where billed charges are greater than \$50,000 or outlier charges exceed DRG or per diem threshold.

Conditions that typically meet these criteria include:

- Complex newborns (NICU admissions)
- Complex pediatric conditions (PICU admissions)
- ICU/CCU Orthopedic surgery
- Transplants
- Burn cases
- Oncology
- Implants
- Cardiac
- Multiple co-morbidities
- Diabetes complications
- Complex injuries such as spinal cord, brain, and multiple trauma
- Other catastrophic claims greater than \$50,000 payable

ClinAssist's services can also be used even if the claim has been paid where an established "Right of Recovery" is in place.

Contact Us Today

For more information on our solutions or to refer a claim, call 877-631-9080 or visit us on the web at: www.assistgroup.com

Utilize CareAssistSM for Optimal Results



Maternal-Newborn Care Management

Another unique aspect of the ClinAssist service is that it offers payers an opportunity to improve outcomes even more by adding CareAssist to the process.

CareAssist is a maternal-newborn care management program designed to positively impact patient outcomes and your company's bottom line. CareAssist achieves genuine, measurable results by utilizing:

- Complete, customizable maternal-newborn solutions
- Multi-disciplinary, expert approach to care management
- Outcome driven methodology using predictive modeling
- Clinical and financial oversight
- Family support and education
- Transparent, genuine results