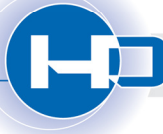




Post Payment Administration (PPA): The Missing Link in Health Plan Management and Cost Control

Presented by: Si Nahra, Ph.D., President

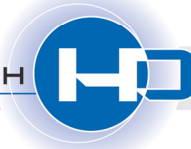
October 26, 2010



Pioneering Specialists in Group Health Care

Post-Payment Administration for Over 20 Years

- First with 100% claim audits
- Introduced the use of claim audits for recovery
- Originated linking of enrollment reconciliation with claim audits
- Started dependent audits 15 years ago
- Revolutionized data intake with payer-defined downloads – always successful
- Unblemished track record – no HIPAA violations or employee issues



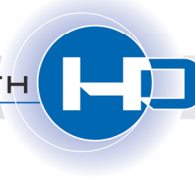
Pioneering Specialists in Group Health Care
Post-Payment Administration for Over 20 Years

Add another 1st to our accomplishments.

1st to offer payers (and self funded plans)

Customized **Web Portal**

That Links the Best of Claim Payment Automation with
The Best of Post Payment Administration



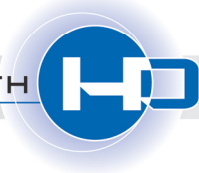
Post Payment Administration (PPA): Why So Important Now?

Leave for next month the impact of NAIC
Medical Loss Ratio regulations.

**Post Payment Administration
has grown in importance
to compensate for the limits of
claim payment automation.**

Post Payment Administration (PPA): Scope

- Payment Verification
- Internal Audit
- COB
- Medicare Compliance
- Medicare Recovery
- Subrogation
- Stop-Loss Review
- Fraud and Abuse
- Retrospective review
- Provider billing review
- Administrative audits
- Contract compliance
- Enrollment verification
- Special data requests



Post Payment Administration (PPA): Evolution

Manual Claim Payment	Automated Claim Payment	Current PPA	Future PPA
<ul style="list-style-type: none"> •Time consuming •High cost •Human error •Facts validated 	<ul style="list-style-type: none"> •Fast •Lower cost •Machine error •GIGO 	<ul style="list-style-type: none"> •Many special reviews •Uncoordinated •Duplicative 	<ul style="list-style-type: none"> •Specialists use common tool •Coordinated •Management oversight
<ul style="list-style-type: none"> •Unknown error •Unsustainable 	<ul style="list-style-type: none"> •3%-10% payment error •5%-15% enrollment error 	<ul style="list-style-type: none"> •Recovers under a quarter of errors. •Staff costs offset gains from automation 	<ul style="list-style-type: none"> •Collect, Correct, Monitor all errors •Eliminate excess costs •Realize full value of automation.

Post Payment Administration: Status Quo for Hypothetical Payer



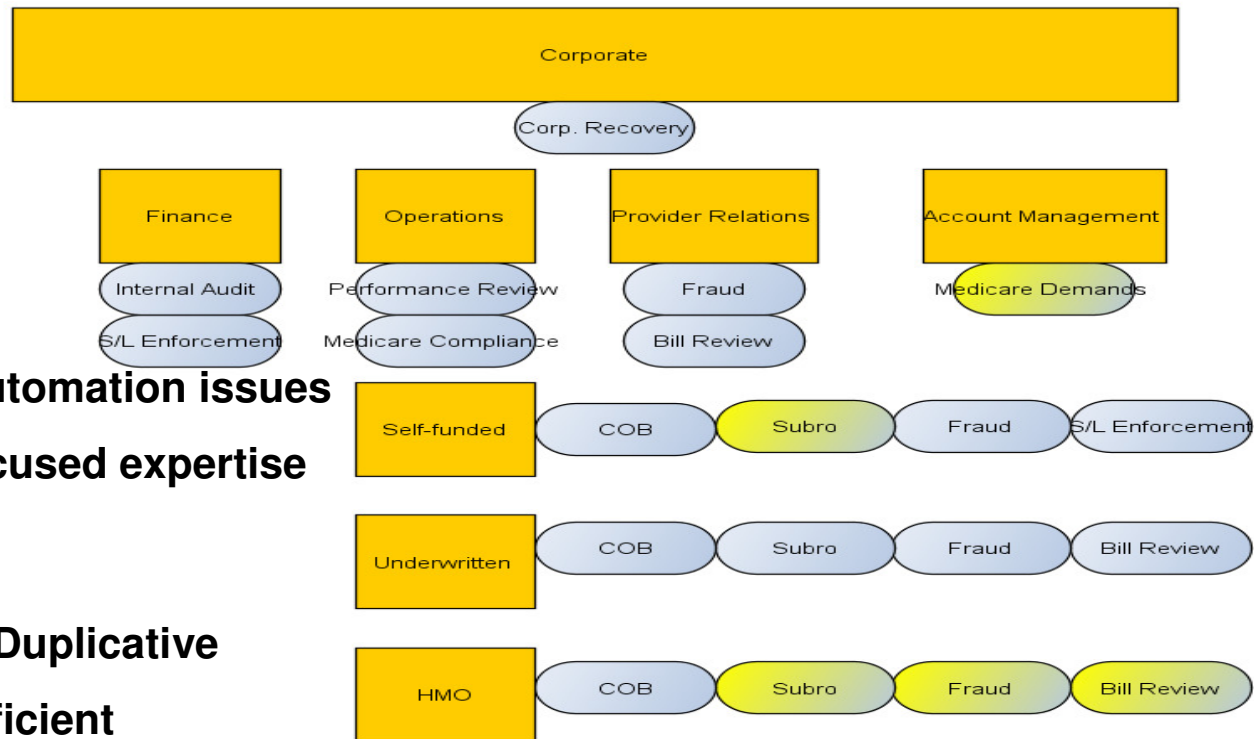
Addresses automation issues

Provides focused expertise



Redundant Duplicative

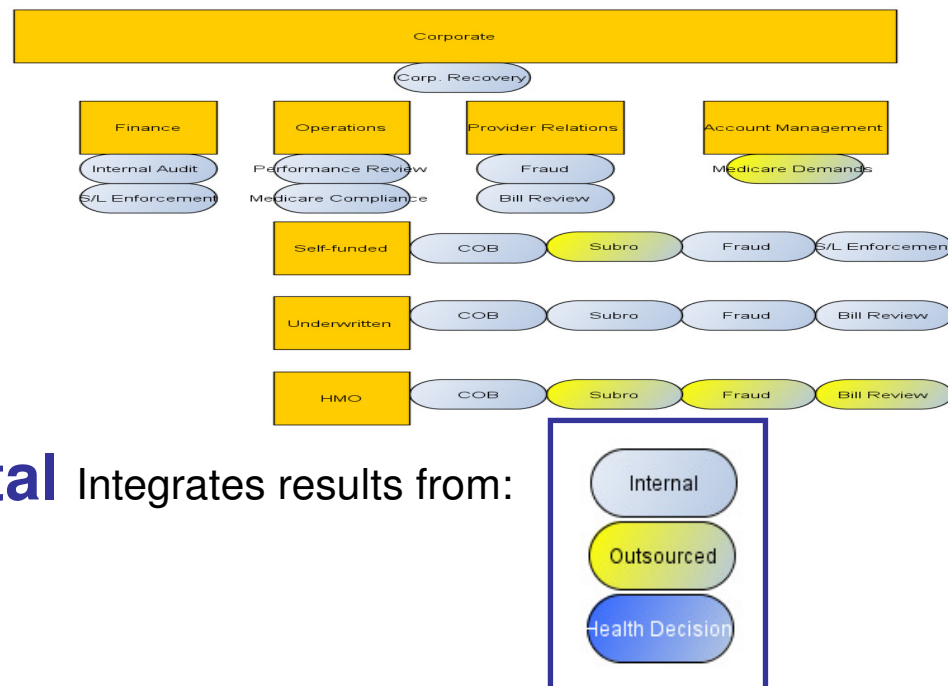
Inefficient



Post Payment Administration: Current Options

1. Maintain status quo
(ultimately not competitive)
2. Build Internal PPA Tool
(2-3 years of effort)
3. Buy PPA Tool
(3 months to implementation with Health Decisions)

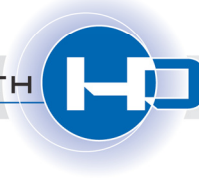
Post Payment Administration: Health Decisions Web Portal



Web Portal Integrates results from:

Every case, and every claim from every source is accounted for.

Web Portal “Deliverables Delivery Mechanism”



Post Payment Administration: Web Portal Users

Web Portal

Single Source for All PPA Users

Executive
Management
Review

Post Payment Administration: Web Portal User Permissions

Users
&
Roles

- Administrator
- Manager
- Data Operator
- Mailer
- Reviewer
- Verifier
- Collector



Administration \ Users \ By Name

Rules & Activity

- One PPA area/All PPA areas
- Specific line of business/ All LOB
- Selected clients/All clients
- User activity automatically documented
- Passwords and log-ins maintained

Post Payment Administration: Web Portal Executive Level



Performance metrics for all PPA activities in one place

Real-time status for all reviews

E-mail notification for events of interest

Post Payment Administration: Web Portal Management Level

Initial set-up
and scope

Production
schedule

Custom
Training

Assign work
activity

Monitor tasks
and timelines

Real-time
processing
status



Post Payment Administration: Tri-Level Shared Review

- One Screen**
Supports
Three Levels:
- 1. Verification**
 - 2. Confirmation**
 - 3. Collection**



- One Screen**
Supports
Seamless
Sharing of Facts
- No redundancy**
- No duplication**

Post Payment Administration: Common Facts for All Users

Select any available data of interest



Available Fields

Selected Fields

Search Criteria

Execute Query

Export To Excel

No Records Viewed So Far

Choose and order any fields of interest

Query the selected data using simple menu prompts

Post Payment Administration: Valid Data for All Users

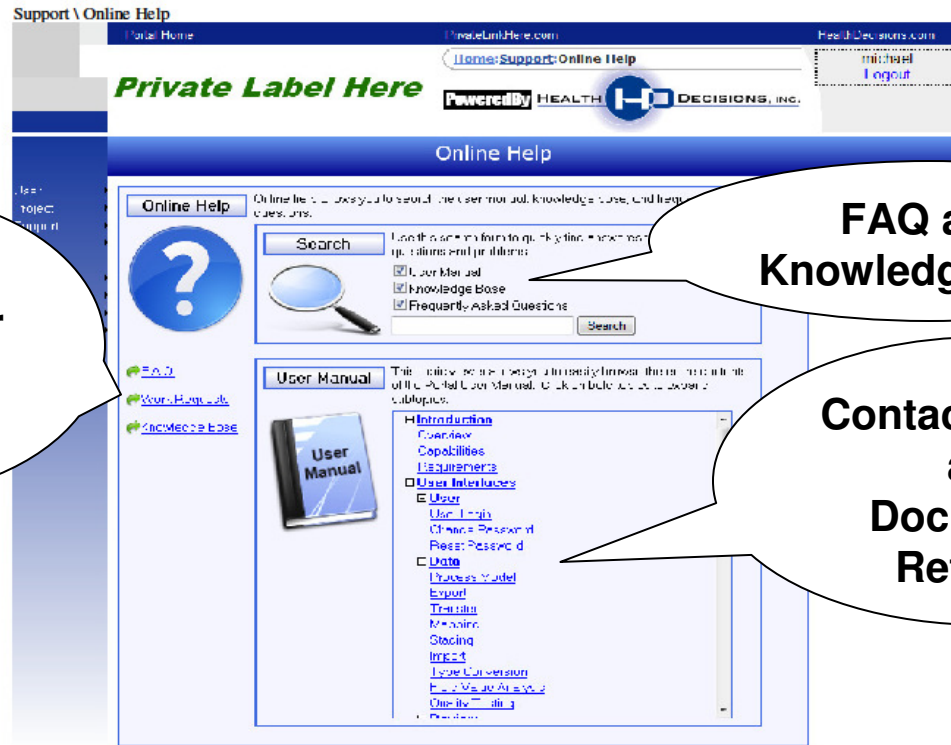


Initial set-up supports ongoing data transfers

Rigorous data quality testing

Routine submittals from all sources monitored and verified

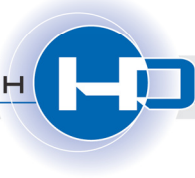
Post Payment Administration: Support for All Users



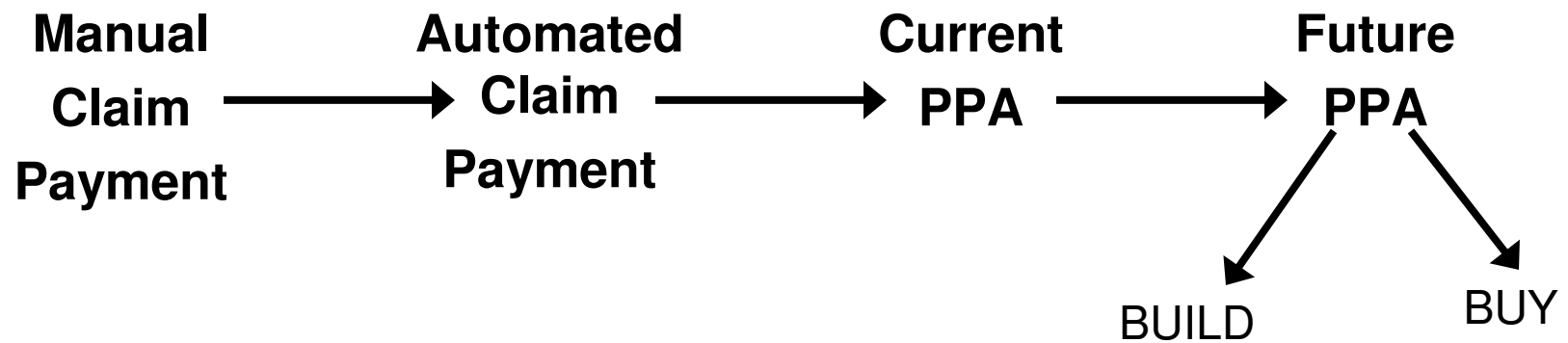
Work requests for specific questions

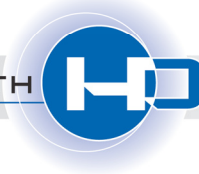
FAQ and Knowledge Base

Contacts Roster and Documents Retrieval



Post Payment Administration (PPA): Where Are You?





For More Information
Contact

si@healthdecisions.com

We offer no-cost consultations
to answer questions and discuss options.