

TRANSFORM MEDICAL RECORDS AND BILLS CHAOS INTO ORGANIZED, ACTIONABLE INSIGHTS

CARRIERS FACE MANY CHALLENGES



Illegible handwriting

25% of medical text is handwritten



Medical jargon

Varying levels of training



Time constraints

1/3 of medical records not read



Escalating costs

3-5% annual increase



Inaccurate settlements

8-12% of paid losses inaccurate



Unstructured data

75% of claims information

Improved productivity for claim adjusters, legal staff and nurses

Serves as a secure repository for collaboration and streamlined decision-making

No upfront Capex



Web based

Provides unique data set for analytics

Easy integration



50%

Productivity gain in analysis of medical records



20%

Reduction in overall claim cycle time



10-15%

Improvement in claim outcome accuracy and consistency

EXL MEDICAL DOMAIN KNOWLEDGE

Claim validation and evaluation tagged by key value drivers and mitigating factors

MECHANISM



INJURY



ALTERNATE CAUSATION



TREATMENT



RESOLUTION

- Driver, passenger or pedestrian
- Description attributes
- Collision impact

- Diagnosis
- LOC
- Injury description
- Loss of earnings

- Pre-existing conditions
- Subsequent injuries
- Contributing causes
- Unrelated injury

- Prescribed
- Procedures
- Compliance
- Medication
- Duration
- ADL restrictions

- Medical release
- Prognosis
- Impairment
- Disabilities

Medical records and bills contain answers to the following questions:

- What happened?
- What injury sustained?
- Is injury related to claim?
- What treatment is prescribed?
- What is patient's history?
- What is cost of treatment?
- What is prognosis and MMI?
- Review of IME to analyze impairment/apportionment
- General vs. special damages?

Impact on:

- Resolution decision?
- Negotiation strategy?
- Value range?
- Reserving?

CONTACT US

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