MEDCONNECTION℠ IMPROVES INSURANCE ADJUSTER PRODUCTIVITY

TRANSFORMING MEDICAL RECORDS AND BILLS CHAOS INTO ORGANIZED, ACTIONABLE INSIGHTS

EXL

SOLUTION SHEET

EXL's MedConnection℠ tool helps reduce cycle time, improve average BI paid accuracy, and enhance processes.

Insurers struggle with rising BI severities. This is not only driven by medical inflation, but deceptive billing practices, such as upcoding, unbundling, and modifier abuse. Adjusters simply do not have enough time to thoroughly review every demand to identify potential abuse.

MedConnection℠ uses a combination of robotics and domain expertise to extract information from BI demands and classify and synthesize key negotiation points, improving BI adjuster productivity by as much as 60-70 percent.

Features	Benefits
Embedded analytics	Identify 3rd party behavior and treatment patterns
Scoring models	Identify claims likely to lead to leakage
Extraction/sorting/organization	Free up adjuster to focus on more important aspects of the claims investigation
Efficiencies	Increase adjuster efficiency on BI evaluations by 60-70%

BENEFITS OF MEDCONNECTION℠

GAINED
50%
Productivity in medical record analysis

REDUCED
20%
In overall claim cycle time

IMPROVED
10-15%
In claim outcome accuracy and consistency

How it works

MedConnection^{SM} provides insurers with a lift by extracting key elements of the claim, sorting, organizing and classifying documents, deduplication, and providing an overall summarization. This allows adjusters to focus on key aspects of their investigation while developing an effective negotiation strategy.
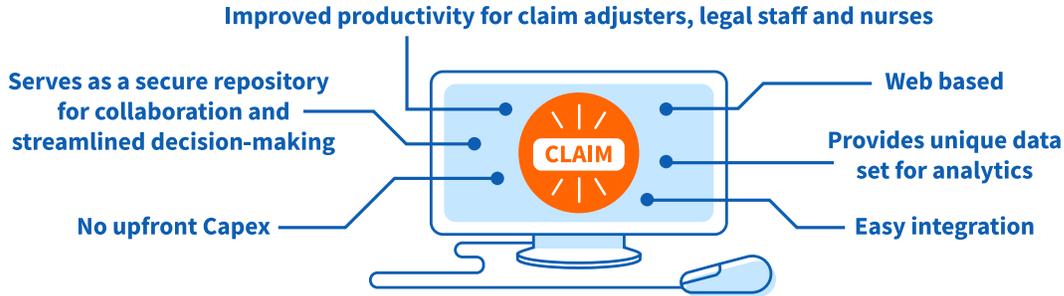
Improving the bottom line

Addressing BI spend is the single best way to drive bottom line results. Leveraging MedConnection^{SM} enables insurers to embed analytics and drive straight-through processing that has an immediate impact on FTE.

Developed by experts to fit your needs

MedConnection^{SM} can be a standalone or fully integrated product, depending upon a carrier's needs. Tiered pricing options give carriers the ability to use some or all of the functionality, including sorting/organization, bill review, or complete summarization.

This product was developed by adjusters and EXL's claims transformation team, which has over 100 years of industry-leading BI knowledge. These professionals will work with your team to identify opportunities and ensure a positive lift and ROI.

CARRIERS FACE MANY CHALLENGES

Illegible handwriting	Medical jargon	Time constraints	Escalating costs	Inaccurate settlements	Unstructured data
25% of medical text is handwritten	Varying levels of training	1/3 of medical records not read	3-5% annual increase	8-12% of paid losses inaccurate	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

CLAIM

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

About EXL

At EXL, we're experts in more than analytics, operations management, and technology. We're experts in you, and your industry. This gives us the context to look deeper to identify and capitalize on opportunities to outperform. We call it Digital Intelligence: the all-important combination of data and domain knowledge, orchestration of human and Headquartered in New York, EXL has more than 29,000 professionals in locations throughout the United States, Europe, Asia, Latin America, and South Africa.

We work as one committed team, with one overarching goal: to give our clients the power to transform—to move from playing catch-up to leading the pack. Because we're not content to help our clients adapt to change. We embolden them to lead the change.