

Edifecs Encounter Management for Managed Services Organizations

The best-in-class encounter lifecycle management solution for MSOs ensuring continuous compliance and revenue accuracy

Introduction

Managed Services Organizations (MSOs) are under intense pressure to ensure the submission and reconciliation of accurate, complete and timely encounter data with their health plan partners. MSOs, however, face steep challenges with managing the various encounter guidelines enforced by their plan clients. Mismanagement of these guidelines can result in stiff service level agreement (SLA) penalties for unreliable and untimely submissions. Complicating this challenge is in the delegated risk model...if encounter data is not sent (or is incomplete), MSO revenue integrity can suffer. Multiply the risks if an MSO is operating in more than one managed care line of business and the opportunities for revenue loss correspondingly multiply. However, there are steps that organizations can take today to improve submission accuracy, completeness and timeliness while driving revenue accuracy.

Edifecs Encounter Management is the market-leading encounter lifecycle management solution, delivering a comprehensive answer to the encounter data management challenges faced by healthcare organizations of all types, involved in all managed care lines of business (Managed Medicaid, Medicare Advantage, ACA/Marketplace and Dual Eligible programs). With Edifecs Encounter Management a healthcare organization can manage all aspects of encounter

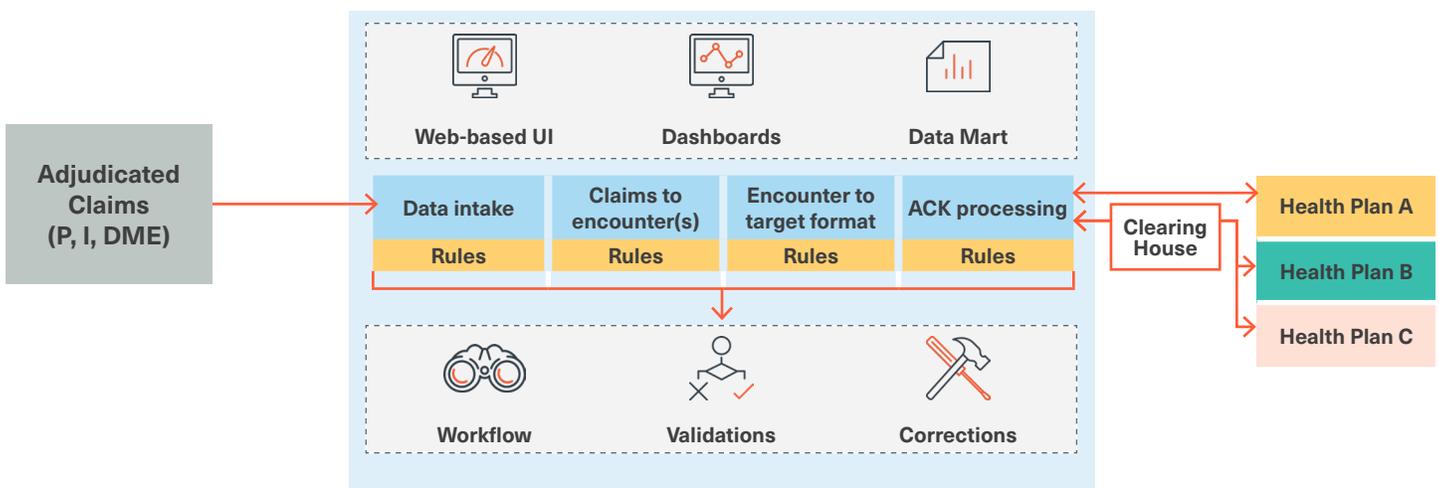
operations (from encounter creation, to submission, to reconciliation) within a single system. Coupled with our best-in-class SaaS offering, professional services and business operations, Edifecs provides the industry's most complete solution for health plans and MSOs.

Why Edifecs

- Single, consolidated encounter lifecycle management system for all health care organizations involved in all managed care lines of business
- Submitted encounter data first pass rates average 99%+
- Proactive monitoring of outbound health plan trading partner submission SLAs to ensure compliance and reduce penalties
- Best-in-class business operations, professional services and SaaS options

Across the healthcare ecosystem and across the country, Edifecs delivers deep domain expertise partnering with organizations involved in all managed care programs. Combined with our on-staff electronic data interchange (EDI) and encounter data subject matter experts (SMEs), Edifecs is well positioned to ensure success of our partners both now and in the future.

Encounter Management Lifecycle Overview



Key Benefits and Features

Benefits

Features

Reduce encounter submission costs and complexity

- Single system designed to streamline the encounter data management across all health plan trading partners and associated government lines of business
- Configurable exception management workflows used to prioritize, categorize, and resolve exceptions using industry best practices
- Dashboards and reporting capabilities to support
- complete visibility of health plan trading partner submissions and reconciliation
- Fully automated end-to-end processing to ensure timely submissions

Increase MSO partner satisfaction

- Improve first pass acceptance rates so health plan partners can quickly submit to downstream agencies for payment reconciliation
- Web-based user interface provides dashboards to proactively track and report SLAs for timeliness, accuracy and completeness
- Enables increased accuracy and transparency for budgeting/forecasting

Ensure continuous compliance

- Mimic health plan / clearinghouse encounter companion business and compliance guidelines to ensure complete and accurate encounter submissions
- Configurable business rule engine to manage multiple outbound trading partner guidelines
- Accurate and transparent rules logic
- Review changes to guidelines and make updates necessary to stay compliant

Reduce IT and administrative costs while improving submission performance

- Complete SaaS solution to support management of software, servers and day-to-day operations including file management and encounter data errors and root cause analysis/correction
- Edifecs-managed upgrades
- Security and certifications (including HITRUST)
- Healthcare data exchange experts that work with your business and IT teams to ensure data integrity and compliance



Edifecs Inc. is a global healthcare software company committed to improving outcomes, reducing costs, and elevating value of healthcare for everyone. Edifecs delivers the industry's premier IT partnership platform to providers, insurers, pharmacy benefit management companies, and other trading partners. By mobilizing its leading solutions at the front end of the healthcare information pipeline, Edifecs provides a unified platform for partners to flexibly pilot and scale new initiatives using their existing enterprise system. Since 1996, hundreds of healthcare customers have relied on Edifecs partnership solutions to future-proof their leading initiatives in the midst of a dynamic healthcare landscape. Edifecs is based in Bellevue, WA, with operations internationally. Learn more about us at edifecs.com.