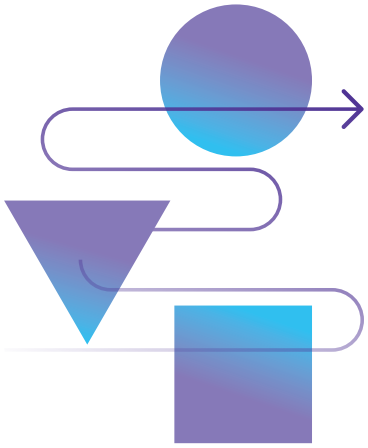
carelon

Are you working with the right payment integrity partner?

3 signs it's time to pivot



Your PI vendor doesn't have an overpayment validation workflow

Payment integrity (PI) programs need to be collaborative and easy to use. Otherwise, claim overpayments aren't validated efficiently and your health plan won't reap all the potential savings. If your PI vendor is still using spreadsheets, it's time for a review.

Our solution: Carelon's PI solutions feature an online workflow tool that replaces spreadsheets and ensures there's a stream of identified overpayments for you to examine and validate. Additionally, our subject matter experts are in the platform with you — so you can work together on overpayment leads.

There's a lack of insight into the PI program

If you can't measure it, you can't improve it. Not every PI partner offers on-demand reporting that allows you to really drill down on specific data points. Your health plan should know how close you are to your goals and how to pivot priotities when necessary.

Our solution: Carelon's reporting digs deep. You'll be able to see how productive your own team is as well as every detail of your program's performance with on-demand, customized reporting.

Getting the work done is too complicated

Many PI vendors don't have workflows, or if they do they aren't user-friendly. A poor workflow, or lack of one entirely, slows the work and negatively impacts productivity.

Our solution: Our workflow offers a quick, streamlined way for you to validate claims. The intuitive user experience accelerates productivity and ensures the maximum number of claims can be processed.

With an always available online portal, a collaborative shared platform approach, and up-to-date reporting, validating overpaid claims becomes a more positive experience for everyone.

Ready to make a change?

Contact us to learn more about our online workflow tool and opportunities to create more successful outcomes in your PI programs. A more streamlined validation operation will drive new value for you, better outcomes for your members and providers, and a better experience for all.

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