

CLAIMS REVIEW STRATEGIES & SOLUTIONS

At Trilogy Health Solutions (THS), we understand how vital it is that claims are processed timely and accurately. Our claims review strategies and solutions help you proactively identify areas that require intervention to ensure high quality claims processing and payment accuracy.

CLAIM AUDIT SOLUTIONS

Process Audits

Review end-to-end claims processes, including flow charts and written documentation, to assess process integrity and effectiveness and identify potential gaps or areas for improvement.

Staff Interviews

Conduct thorough individual and small group interviews to assess strengths, identify opportunities, and ensure alignment with written documentation.

End-to-End Review

Follow a claim from the point of receipt through adjudication and payment, including a review of items such as system edits and provider setup, and validate the claim outcome.

Random Sampling

Identify a random selection of various claims and claim types to test/audit.

Target Audits

Based on random sampling audit results, perform next-level audits to further explore identified errors or inconsistencies.

High Dollar, COB, etc.

Perform focused audits based on a sampling of high-risk claim types.

Financial Accuracy

Validate checkwrite results against benefits and provider contracted amounts.

Turnaround Times

Validate process timing against required metrics.

Compliance Audit

Review all required compliance metrics regarding claims to ensure observance of State and Federal requirements.

SYSTEM TESTING SOLUTIONS

Structural Setup

Review edits, benefit setup and criteria, hierarchy of process edits, provider contract setup, etc. using actual claim data. If no “live” claim data is available (i.e., pre-launch), system validation will be performed using a test environment and fabricated claim examples.

Edits and Error Codes

Review edit and error code reasons and descriptions, evaluate if the established and correct processes were applied (e.g., pending for review, denied, etc.), and if the appropriate communication mechanism was utilized.

Decision Path/Hierarchy

Review the established system levels of clearance, informational vs. fatal errors/edits, etc.

Manual vs. System

Review what is auto-adjudicated or cleared vs. manual intervention required and recommend potential changes based on findings.

CONTACT TRILOGY HEALTH SOLUTIONS TODAY FOR MORE INFORMATION
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