



Network Health Plan Deploys Ingenix Claims Editing System to Handle Claims More Accurately and Consistently, Improve Workflow, and Increase Productivity

Highlights

- Ingenix Claims Editing System (iCES) allows non-IT staff to build their own custom-editing rules, cutting down on the use of overburdened IT staff.
- iCES easily integrated with Network Health Plan's core adjudication system, and allows for complete transparency between the two systems.
- iCES will help Network Health Plan streamline its operations, reduce manual processes, and improve productivity.
- Network Health Plan could realize an estimated savings of \$1.6 million because of iCES's ability to uncover services or procedures that should not have been reimbursed.



Challenges

Network Health Plan provides health insurance coverage to thousands of members throughout northeast Wisconsin. A member of Affinity Health System, it provides comprehensive health care coverage through partnerships with medical facilities, physicians, pharmacies, and approximately 1,600 local and area health care providers.

Network Health Plan was looking for a claims editing partner to help improve its workflow and productivity, and reduce the time spent manually processing commercial claims. It was looking for a system that would:

- **Allow non-IT staff to develop, build, and implement custom-business rules.** When IT staff is required to implement custom-business rules, there is often a significant internal cost and lag time in putting the rules into production. Network Health Plan wanted a solution that would allow claims operations to create custom-editing rules.
- **Handle both professional and facility claims.** Rather than purchase two separate solutions, Network Health Plan wanted a single system to handle both types of claims.

- **Integrate with its core adjudication system.** Network Health needed a solution that would easily integrate with its core adjudication system, and with the adjudication system’s existing workflow, and add real-time integration.
- **Improve productivity.** Network Health wanted a solution that would make its claims editing more efficient, improve workflow, increase staff productivity, and reduce costs.
- **Automatically check for errors and duplications.** Network Health was looking for a system that could automate error-checking, in order to reduce errors.

“Overall, we were looking for a claims-editing solution that would make us more efficient and allow us to customize it without having to involve the IT staff,” stated Cara Techlin, Network Health Plan’s Commercial Claims Manager.

Solutions

Network Health Plan launched a search for a solution, and quickly chose the Ingenix Claims Editing System (iCES) because it was the only tool that allows implementation and customization with little or no IT involvement, and offers the most robust feature set.

“iCES is already fully integrated with our core adjudication system for both professional and facility claims, which allows one package to handle all of our requirements,” Techlin says. “Also, we were already contracted with Ingenix for CPT, revenue, and ICD9 updates, and by selecting Ingenix, we were able to keep all of our code-related maintenance with one vendor.” Doing this simplified vendor management, the contracting process, implementation, and reporting.

Plans can save from 2 percent to 5 percent of paid professional claims, and .5 percent to 1.5 percent of paid facility claims, compared to their existing claims editing software, by using iCES. It applies industry-accepted, sourced, and documented editing rules logic, including Medicare and Commercial rule sets. iCES’ unique rules engine enables customization of the software’s editing logic to support user-defined rules and reimbursement policies. iCES automatically checks current and historical claims for errors, duplicate claims, and similar problems. Integrated edit transparency and disclosure help providers understand edits to minimize inquiries and appeals, enabling seamless integration of Ingenix Claims Editing System into their existing core adjudication system’s workflow. Because of all this, hundreds of national and regional health plans trust Ingenix for claims editing rationale, and industry disclosure statements.

“We were looking for a solution that would not just reduce costs and increase efficiency, but that would help us streamline workflow and operations, and have a long-lasting, positive impact on the way we do business. We expect Ingenix Claims Editing System to do that for us.” —Cara Techlin, Network Health Plan’s Commercial Claims Manager

Results

Network Health Plan is in the process of deploying iCES, and early results are extremely encouraging. Setup and configuration were simple, and integration with the core adjudication system went smoothly, requiring no additional work on Network Health Plan's part.

"The overall configuration of iCES is extremely flexible," Techlin declared. "The use or non-use of each individual iCES 'out of box' rule was at our discretion, and if a specific rule did not meet our policies, we could easily change it to match our needs."

"Ingenix represents the industry standard when it comes to coding, and we knew that by going with Ingenix and Ingenix Claims Editing System, we would get the most accurate picture possible of claims and the best way to process them." —Craig Geyer, Project Manager, Network Health Plan

As for integration with the core adjudication system, she says, "the full integration of iCES and our core adjudication system allows for complete transparency between the two systems. For example, users can work solely within the core adjudication system, yet still see the detailed results provided by iCES."

Network Health has found that, as promised, non-IT staff can develop, build, and implement custom rules within iCES, significantly reducing the lag time between analysis and placing actual coding logic into production. And users can build and test new rules in a test environment, eliminating the need for more server space.

iCES also allows Network Health Plan to apply CPT-specific logic to facility claims, which filled a major gap in its core adjudication system implementation. The core adjudication system also cannot correctly identify or process multiple procedures, and can't bundle or unbundle services—something that iCES can do.

With its core adjudication system, it was not possible to analyze UB claims based on the CPT submitted. As a result, services that Network Health would consider exclusions, cosmetic surgery, experimental, or investigational were getting reimbursed when submitted on a UB. With the implementation of iCES, these services will be flagged, saving Network Health an estimated \$1.6 million.

Especially important is that iCES helps Network Health Plan improve its workflow and overall efficiency, and will help Network Health Plan's business grow and change as time passes. Network Health Plan also expects that iCES will ensure more consistent and accurate handling of claims.

"Selecting Ingenix and iCES was about more than just high dollar savings," Techlin concludes. "Overall, we were more interested in streamlining operations and building efficiencies that would reduce our manual processes. We wanted to select the system that would bring long-term and lasting impact, and we believe that Ingenix and iCES will do just that."

About Network Health Plan

Since 1982, Network Health Plan has been providing quality health care services to area employers and families. It provides health insurance coverage to thousands of members throughout Northeast Wisconsin. As a member of Affinity Health System, Network Health Plan provides comprehensive health care coverage through partnerships with medical facilities, physicians, pharmacies and area health care providers. With approximately 1,600 local and area health care providers, Network Health Plan has built a strong reputation of providing quality health care and excellent service. It was recently rated one of the top commercial health plans in the United States, ranking 31st in the nation according to U.S. News & World Report. For nine consecutive years, the National Committee for Quality Assurance (NCQA) has granted an "Excellent" level of accreditation to Network Health Plan for its commercial HMO product line.

About Ingenix

More than 1,200 health plans now look to Ingenix for solutions to their complex business challenges. By integrating a diverse suite of products and services, Ingenix helps its clients increase revenue, manage medical costs, and simplify complex administrative and financial processes with powerful data, software, consulting, and outsourcing solutions. Consistent capital investment, stability of resources, and continual innovation have made Ingenix one of the largest and fastest-growing U.S. health care information companies.

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