

INGENIX[®]

Recovery Solution

Executive Summary

Our flexible, relationship-oriented practices result in greater net recovery and up to 100 percent resolution. The Recovery Solution focuses on four distinct recovery opportunities to help our clients meet their cost-containment goals:

← Provider recoveries

← Retro-termination of pharmacy benefits recovery

← Member recoveries

← Coordination of benefits re-bill

Overview

Our 100 percent systematic and operational focus on health care industry recoveries has enabled us to provide our clients with significant success. By providing accurate information to close accounts, we help organizations save administrative costs, improve provider relations, and reduce related medical expense.

Tier 1: Traditional Recovery

Most vendors simply send letters and make some phone calls. Ingenix takes a more strategic approach to the recovery process and gets better results. Central to our traditional collections/recovery approach are highly trained and tenured Recovery Specialists who begin the resolution process immediately once a case is loaded into our recovery system. Their efforts are supported by a combination of letters, phone calls, and interaction with the provider's staff. Our comprehensive recovery plan includes generating detailed letters to providers, which are then followed up with secure emails and phone calls from the recovery analysts who discuss their accounts and walk them through the process. By developing positive provider relationships, we resolve many accounts in one call, streamlining recovery and increasing provider satisfaction.

Tier 2: DirectConnect

DirectConnect provides health plans and providers with the ability to communicate seamlessly and in real-time about any type of errant health care claim.

DirectConnect, our proprietary technology, connects health plans and providers via a universal portal that facilitates errant claim resolution, including the recovery of overpayments. The DirectConnect automatically and systematically drives the resolution process for both health plans and provider organizations and creates a single source of truth.

Tier 3: On-Site Provider Network

Ingenix's unique ability to resolve accounts more efficiently for the health plans and hospitals is due to our long-term alliances and on-site resources at providers. The recovery service can greatly reduce the phone calls, letters, and emails sent to providers leading to improved relationships and decreased administrative costs.

Key Features

- Flexible, results-oriented recovery practices
- Detailed reporting, providing health plans with 100 percent resolution
- Nationwide network of provider relationships and on-site resources that assist with recovery
- Sophisticated technology that expedites recovery process

Ingenix | Information is the lifeblood of health care | www.ingenix.com

From North America, call: 800-765-6034
ingenuity@ingenix.com • For a list of Ingenix global office locations, please refer to our web site.

Corporate Headquarters | 12125 Technology Drive, Eden Prairie, MN 55344
Ingenix and the Ingenix logo are registered trademarks of xxx. All other brand or product names are trademarks or registered marks of their respective owners. Because we are continuously improving our products and services, Ingenix reserves the right to change specifications without prior notice. Ingenix is an equal opportunity employer.

10-24661 06/10 Original © 2010 Ingenix. All Rights Reserved