

Cost Containment & Care Quality

Clinical Claim Reviews

Episode of Care Review Case Study



In today's climate, healthcare organizations face several challenges as it pertains to clinical claim reviews. When a traditional claim review takes place, payers and providers take on associated costs and burdens. Other challenges include:

- **Provider responsiveness** – provider dependency with clinical claim reviews
- **Provider abrasion** – limited time and staff resources to review medical records
- **Speed to recovery** – identification and recoupment of overpayments may take longer than 9 months

Our solution

For years, healthcare organizations have struggled to address these challenges facing them, especially in today's trying times. With a focus on improving payment accuracy within episodes of care, Gainwell developed the Episode of Care (EoC) Review offering, driving speed to recovery.

Our EoC Review is an effective, semi-automated offering within our Clinical Claim Reviews solution that analyzes a patient's claims history related to an episode of care to identify discrepancies and recover overpayments. Our efficient solution leverages machine learning and artificial intelligence to follow the patient journey and analyze the claim history related to the episode of care, eliminating the need for medical records.





Leveraging our innovative technology

In 2018, a regional health plan completed implementation with our EoC Review in multiple markets for their managed Medicaid population, covering more than one million members.

Our health plan client experienced seamless and effortless reviews of multiple claims for a patient's encounters on numerous dates of service, across multiple providers and at many points on the healthcare continuum.



Exemplary results

To date, our EoC Review has produced exemplary results, identifying more than **\$23M in savings** and **recouping \$15M** in addition to a traditional clinical claim review program.

Key EoC Review performance indicators for our client include:



Historical Appeal Rate:

27%

Last six months:

15%



Historical Overturn Rate of Received Appeals:

45%

Last six months:

32%



Findings Survival Rate:

92%*

*This figure represents the percentage of EoC findings that survived the complete audit process. These findings were either never appealed, or were upheld during the appeals process.

Benefits our client has experienced with our EoC Review offering:



Accelerated Recoveries

Average of 90 days



Reduced Provider Abrasion

6x less provider contact than traditional medical records review



No Medical Record Submissions

Medical records are not required for an EoC Review, but can easily be submitted as supporting appeal documentation

Visit us

**to learn more about our
Episode of Care Review offering.**

Gainwell is the leading provider of **technology, services and solutions** that are vital to the administration and operations of health and human services programs. With more than 50 years of proven experience, Gainwell has a reputation for service excellence and unparalleled industry expertise. We offer clients scalable and flexible solutions for their most complex challenges. These capabilities make us a trusted partner for organizations seeking reliability, innovation and transformational outcomes. Learn more at gainwelltechnologies.com.

