

ingenix powertrak®

STREAMLINE YOUR BILL REVIEW PROCESS WHILE LOWERING YOUR LOSS ADJUSTMENT EXPENSES AND CLAIM SEVERITY

Overview

An efficient bill review operation is a profitable one. PowerTrak® makes efficiency automatic, with advanced bill review software backed by one of the industry's most authoritative databases for fee schedules and relative and actual charge data (RACD) in all 50 states.

With PowerTrak, you have one of the most comprehensive, up-to-date bill review solutions for workers' compensation or automotive injury insurance claims. PowerTrak eliminates the manual pricing of state fee schedules and regulations, utilization guidelines and RACD databases. And PowerTrak can help maximize ROI up to 15% by automatically alerting you to duplicate bills, fraudulent claims and unreasonable charges.

Tailored to your exact business rules and workflow requirements, PowerTrak can streamline your operations, inspire new confidence in your bill review decisions, and improve the bottom line for you and your customers.

Value

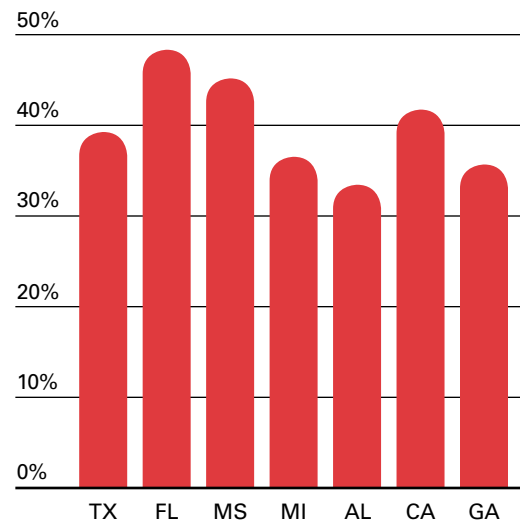
- Maximize efficiency through end-to-end automation
- Re-price based on timely, accurate data for all 50 states.
- Create custom workflow rules based on your business needs.
- Flag duplicate bills, unreasonable charges, overutilization and fraud.
- Maximize responsiveness in an ever-changing market through prompt delivery of state regulation updates

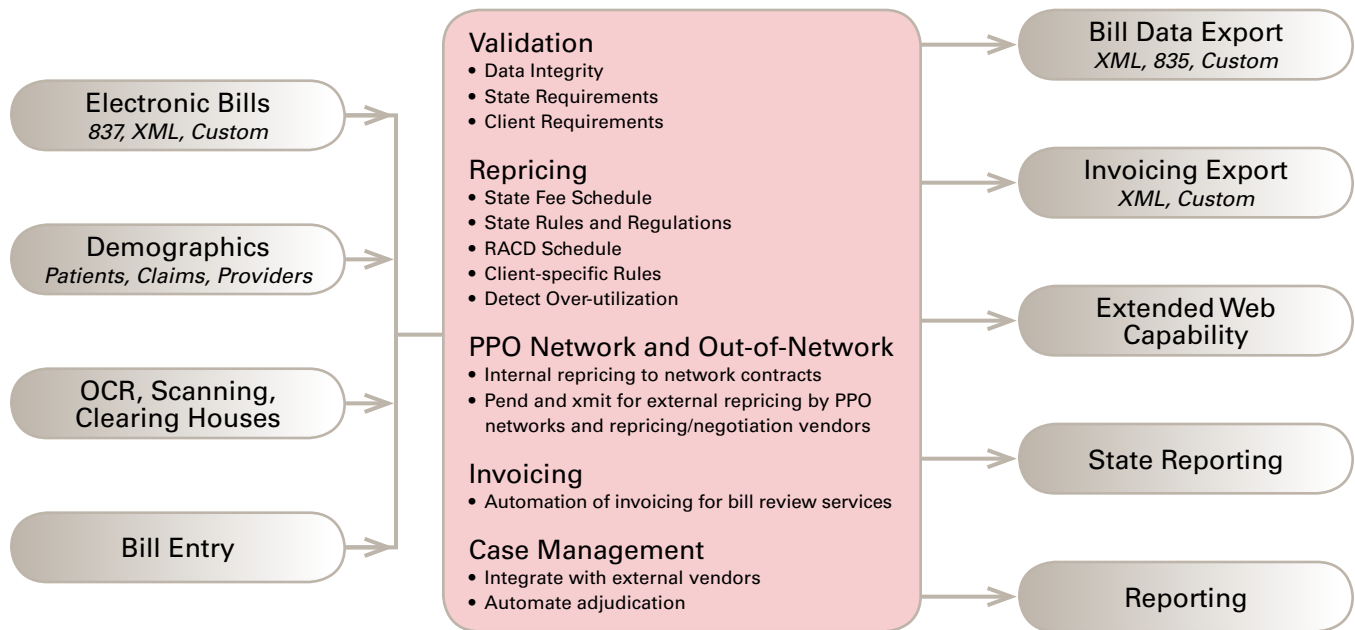
Ingenix: a leader in automation

Ingenix is a standard-bearer for automated, data-based cost containment. Other industry solutions and home-grown tools can't do what Ingenix PowerTrak does—automate even the most complex bill-review tasks from initial bill entry through regulatory compliance reporting.

By eliminating manual pricing of state fee schedules and regulations, utilization guidelines, and actual charge databases, PowerTrak simplifies adherence to industry standards, provider network requirements, and state fee regulations.

With PowerTrak, your bill review process can be far more efficient, responsive and accurate. Figures from seven states show average reduction rates of one-third to nearly one-half, thanks to PowerTrak. Quick automated processing that shows real results, bill after bill—that's what you get when you team up with Ingenix, a leader in automation.





A closer look at PowerTrak

PowerTrak offers a robust set of tools for medical bill adjudication—helping attain fair, reasonable, consistent payment of medical claims. With PowerTrak, you have the quick access to current fee schedules and RACD for all 50 states—directly from the company that ultimately supplies this data to the industry.

That means you have the current information you need to minimize claim severity, improve medical cost savings, and adhere to state fee schedules, regulations and industry standards. PowerTrak's all-inclusive feature set optimizes each facet of the bill review process:

A single platform for auto and workers' compensation bills in all 50 states.

PowerTrak gives you quick possible access to current and comprehensive data—enhancing productivity, lowering costs and promoting consistency. Plus, you gain new growth opportunities through the ability to serve additional customers and jurisdictions on the fly, anywhere in the U.S.

Proprietary Ingenix KnowledgeBase.

Automatic clinical edits can be applied based on age, gender, bundling and other factors. This powerful KnowledgeBase maximizes your percentage of auto-adjudicated bills for increased savings, while accurately flagging bills that require human review.

Real-time re-pricing for rules and fees, including RACD, state fee schedules and provider networks. PowerTrak offers tools tailored for each state's mandated rules, reporting, and re-pricing—establishing bill reviews that are not only accurate, but defensible.

Rule writer. PowerTrak allows you to create custom workflow rules—based on utilization, cost, diagnosis, type of provider, specific provider and many other parameters—to meet your specific business needs.

Custom explanation codes. PowerTrak can incorporate the specific language your business uses, rather than forcing you to adopt an unfamiliar system. You can even create additional explanation

codes to accommodate your unique business rules and workflows.

Front- and back-end duplication checks. The front-end duplication check increases user efficiency by eliminating the need to re-key duplicate lines or bills. Back-end duplication rules eliminate double payment on previously reviewed lines and bills.

Bill status queues. Bills can be automatically directed to specific review queues—for example, an exception queue, a validation queue and so on. Users view only the bills that fall into their specific queue. These queues can be adapted to your business rules and workflow, increasing productivity while involving supervisors. Even professional caregivers are involved in the review process as needed.

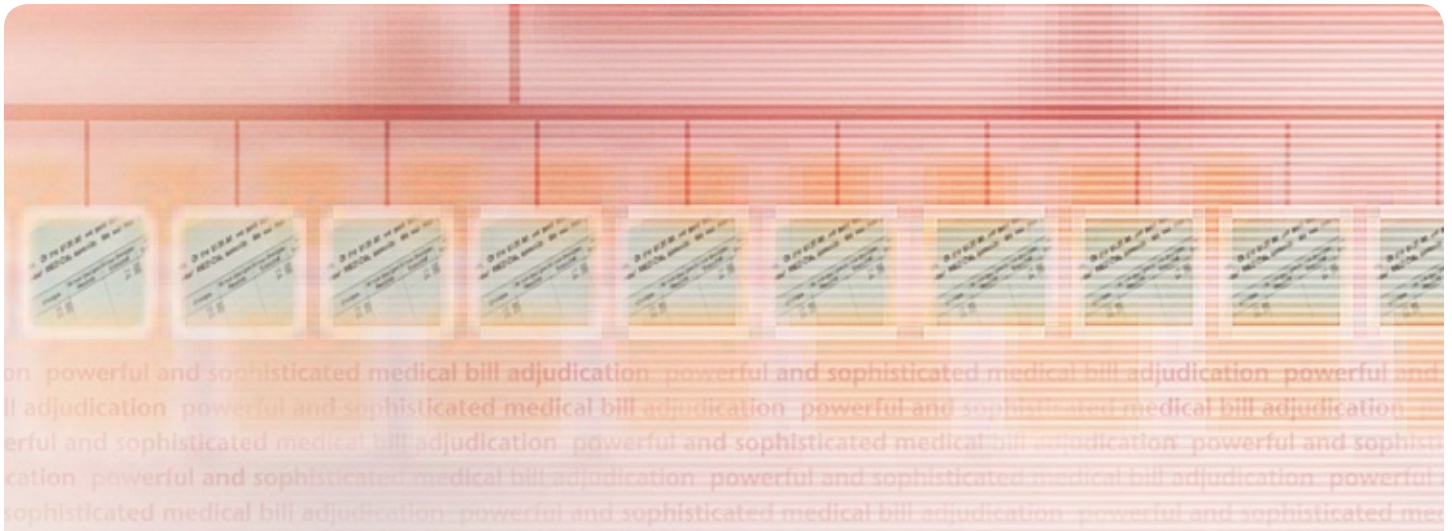
Seamless history conversion. From home-grown systems to major industry vendors, Ingenix has a well-established reputation for completing implementations on time and on budget—including the conversion of historical data to PowerTrak.

PowerTrak modules

MODULE	BENEFIT
Bill Entry	<p>Access a single application and login to process both physician and facility bills for all states.</p> <p>Enhance productivity with data-entry screens that are designed for ease of use and consistency.</p> <p>Capture paper bills electronically through state-of-the-art optical character recognition, populating the correct fields automatically.</p>
Electronic Interfacing	<p>Import bills from foreign systems electronically, using the standard 837 format, XML or a custom format.</p> <p>Import patient, claim and provider data to save time and ensure consistency.</p> <p>Export payment data to automate the medical bill review process end-to-end.</p>
Utilization	<p>Automatically detect overutilization, questionable billing practices and outright fraud.</p>
Account Parameters	<p>Set rules on an account-by-account basis for customizing EORs, invoicing and pricing, and for generating state-required extracts.</p> <p>Create six levels of accounts to maximize your data reporting options.</p>
Offshore Bill Review	<p>Outsource certain bill review functions to optimize efficiency, decrease costs, and maximize profits.</p> <p>Retain control over the policies that drive the review process.</p>
Invoicing	<p>Automate invoicing of bill review services on an individual client level.</p> <p>Invoice uniquely by bill type, including the ability to invoice separately for bill review services, PPO, and negotiation.</p>
Out of Network	<p>Flag bills for negotiation or out-of-network re-pricing based on flexible criteria.</p> <p>Capture reductions in separate category.</p> <p>Automatically import/export to external re-pricing systems.</p>
State Reporting	<p>Extract data for mandated reporting to CA, FL, MA, NY, OR, TX, and KS.</p> <p>Generate reports for all other states with mandated reporting requirements</p>

PowerTrak add-ons

MODULE	BENEFIT
PowerTrak Address	<p>Automatically align existing provider addresses to USPS standards, while consolidating duplicate addresses.</p> <p>Standardize new addresses as they are imported to prevent database corruption and filter out duplicates.</p>
PowerTrak Review	<p>Integrate your bill review process with any case management system.</p> <p>Capture both requested and approved pre-authorization and case-management services through import and/or manual entry.</p> <p>Flag bills that require pre-authorization, or that have incomplete pre-authorization.</p> <p>Adjudicate bills automatically, according to your established policies, while segregating bills that require human review.</p> <p>Report ROI due to reductions resulting from case management.</p>
PowerNet™ PPO Optimization	<p>Take advantage of Ingenix analysis of comparative network performance to choose the optimal PPO network for your business needs.</p> <p>Switch networks effortlessly through an electronic bridge between PowerTrak and the Ingenix PPO Network Hub—providing single-point access to the most highly regarded PPOs nationwide.</p>



Choose from two PowerTrak implementation options:

1. STANDARD, CUSTOMER-HOSTED CLIENT/SERVER SOFTWARE. Under this arrangement, you retain responsibility for acquiring and maintaining the PowerTrak server and database. User access is provided through client systems connected to the server via your corporate LAN or WAN.

PowerTrak's optional extended Web capability provides an easy way for external customers and adjustors to review bills using a standard browser. Examiners can use this feature to review complete claim history; approve, deny or override bills; transfer bills to other reviewers; add notes; view EORs and more. There's also a view-only option to prevent external examiners from making changes.

2. ASP HOSTING OF THE POWERTRAK DATABASE AND APPLICATION FROM THE INGENIX DATACENTER. This option gives users access via Internet-connected workstations. Ingenix hosts the solution, providing 24/7 technical support, capacity planning, measurements and reporting, and business recovery plans. You can outsource some or all of your information technology needs in order to:

- Reduce initial and ongoing IT costs.
- Improve customer service by minimizing staff turnover and training.
- Focus on your core competencies instead of IT management.

**WITH POWERTRAK, YOUR BILL REVIEW
PROCESS CAN BE FAR MORE
EFFICIENT, RESPONSIVE AND ACCURATE.**

Rely on the proven solution

Many of the top property and casualty organizations have implemented PowerTrak for both auto and workers' compensation medical bill review. With an on-time and on-budget implementation, PowerTrak has put these businesses on the fast track to unmatched reliability, stability, flexibility and comprehensive, up-to-the-minute data accuracy—literally transforming their business with each bill reviewed.

Go to the source

As a wholly owned subsidiary of UnitedHealth Group, Ingenix is one of the industry's largest health intelligence companies. Ingenix offers end-to-end, injury-to-settlement medical expense management solutions. Our unique combination of capabilities, resources, and insight fuels higher levels of performance to create long-term customer advantage.

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