

MANAGED CARE OPTIMIZATION AND PERFORMANCE SERVICES

**BREATH
+ DEPTH™**

As Managed Care Organizations (MCOs) continue to expand and enforce new administrative policies and regulations, hospitals must adopt and implement strategies to continuously monitor the performance of their managed care contracts across all points of the revenue cycle in order to achieve optimal reimbursement.

Besler Consulting's extensive experience in the managed care arena coupled with its knowledge of the HMO regulatory environment brings parity to our clients' relationships with managed care organizations. The firm's highly experienced managed care specialists have assessed and negotiated the full gamut of contract terms, from capitation to inpatient to risk sharing. The firm maintains a reputation for quality combined with a team approach to provide the following categories of services: Contract Evaluation, Contract Negotiation, Assessment of Payer Performance and Operational Improvement

Contract Evaluation

- Model various contract scenarios against actual claim history to quantify financial impact
- Develop proposed rates and rate structures

Contract Negotiation

Contract Terms and Rate Structure Analysis

- Evaluate proposed contract language to ensure consistent and specific terms and eliminate ambiguity
- Incorporate industry-wide benchmarks and contract terms to maximize reimbursement, improve payment turnaround and minimize the potential for claim rejections
- Integrate language that will allow your facility to effectively manage contracts without incurring new business expenses to comply with complex contract terms
- Development of template provider-specific "critical" contract terms and clauses that serve as the basis for all negotiations

Negotiation support

- Serve as the provider's advocate and liaison between the managed care organization and internal contracting/patient financial services departments
- Generate parameters of acceptable rates based on consideration of market environment/philosophy/strategy factors

Assessment of Payer Performance

Performance Management

- Develop and tailor provider- specific reporting tools to measure contract performance by payer at the contract and claim level
- Train and educate staff to effectively utilize tools to identify and act upon significant variances and opportunities
- Recommend and implement contract management software tools

Payment Audits

- Verify actual payments against contract rate schedules, terms and conditions
- Quantification of expected receivables/ liabilities for financial statement purposes
- Retroactive claim underpayment recovery initiatives

Operational Improvement

Claim Repricing

- Implementation of contractual adjustment calculation, posting and payment reimbursement

Decision Support

- Abstract individual hardcopy contracts and create the appropriate system logic to calculate estimated reimbursement
- Implement and maintain system logic to ensure that all contract terms and fee schedule applications are accurately reflected in system logic

Management Support

- Graph operational workflows
- Incorporate process improvements to minimize the administrative burden of contract terms associated with authorization, claim submission, denials and claim adjustments while maximizing revenue

Reimbursement Matrix

- Evaluate existing contract and rate schedule terms
- Development of comprehensive reimbursement matrix for use in enhancing Patient Access and Patient Accounting functions

© 2008 BESLER Consulting (R0108)



BESLER
CONSULTING
www.beslerconsulting.com

CONSULTANTS IN HEALTHCARE FINANCE AND OPERATIONS

3 Independence Way
Suite 201
Princeton, NJ 08540
phone 609.514.1400
fax 609.514.1410

230 Park Avenue
Suite 1000
New York, NY 10169
phone 646.435.5618
fax 212.808.3020

1 Adams Place,
859 Willard St., Suite 400
Quincy, MA 02169
phone 781.353.6419
fax 781.353.6499

3330 Cumberland Blvd.
Suite 500
Atlanta, GA 30339
phone 678.638.6634
fax 404.393.5979

32 Anna Street
Ocean Ridge, FL 33410
phone 561.622.9068
fax 609.514.1410