



5 Ways You Are Leaving Money on the Table (...and How to Stop)



The workers' compensation industry has been fighting an uphill battle with their bottom line for what seems like forever. Unfortunately, a lot of companies are still leaving money on the table and failing to recognize the ways they could operate more efficiently and get workers back to work faster. This whitepaper will reveal five common ways payers leave money on the table, and present our solutions to rein in your bottom line once and for all.

1. Your systems are not integrated

Your claims are most likely being processed through multiple disconnected systems. At each point of intersection is a chance for claims leakage and overpayment because the systems don't "talk" to each other to make sure everything going through is legitimate. *CLAIMExpert* streamlines all your disparate systems into one integrated flow of information and can evaluate every incoming document at line level for relatedness, eliminating non-compensable bills.

2. You are manually processing claims

Your adjusters are working at a frenetic pace to get documents off their desk and sometimes they do not realize that certain things they've passed on might need to be sent back for more information or outright denied. With *CLAIMExpert*, documents come into the system and are automatically routed to where they need to go, and 75% of incoming documents are auto-adjudicated this way. Adjusters only see them if *CLAIMExpert* has recognized there is an irregularity or exception that needs human review.

3. You are automatically approving bills under a dollar threshold

This is a common practice that seems logical because it saves adjusters time that they can use to better serve the injured worker. Our research has shown that auto-adjudicating even small bills, like those under \$250, can cause customers to overpay by millions. One of our case studies showed that bills *CLAIMExpert* returned to providers because they were duplicates or unrelated did not return 81 percent of the time. Most of the bills being returned were small value bills, and our client had been over-paying by \$8 million dollars by automatically approving these small bills for payments. *CLAIMExpert* checks every line of every bill for relatedness and appropriateness to make sure you are not paying more than you should be.