Suzy is the Vice President of Claims Operations for a large health plan. She likes her job, but it's challenging. She's responsible for ensuring that her plan’s claims are processed accurately, efficiently, and in a timely manner.
7:30 AM

Suzy just spent the past few minutes reviewing inventory reports and is now working with her management team to address any production issues, set the priorities for each sub-team, and facilitate the allocation of staff.
9:00 AM

Suzy and her staff face a lot of challenges: complexity, changes, compliance. Even with electronic claim submissions at an all-time high, Suzy’s plan still receives a ton of claims that are incomplete, incorrect, or missing information.
Providers are giving Suzy an earful about denials, duplicates, changing codes and so on. She hears they’re willing to improve their claim submissions process, but they need the plan to provide clear instructions on what to fix.
Suzy’s staff isn’t the only one affected by bad claims. The customer service team spends a lot of time on queries, appeals, and requests for documentation from providers.
1:00 PM

As Suzy works through her budget and staffing plan, she groans to herself about all the manual work and the high volume of claims inventory. She wonders how to reduce her labor costs, back-end recovery, and claim adjustments.
Suzy wonders if there is a way to correct claims before her plan receives them. This would save her team from manual re-work and from having to recover money on the back-end. Cleaner claims would allow Suzy to process more claims in a day, deny and pend fewer of them, and ensure prompt payment to providers.
5:00 PM

Suzy knows whatever the silver bullet is, it has to stay within her budget, which currently doesn’t allow for new IT equipment or staff. She’s aware of claims editing systems on the market, but heard they require complex system integrations, expert users, and provider education.
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5:30 PM

The solution needs to be as close to “plug and play” as possible and require virtually no changes to her plan’s or providers’ existing claim processes. She’s confident her providers would adopt a solution for cleaner claims, but knows they don’t have the money or time to handle big changes and to retrain staff.
Availity’s Advanced Claims Editor does exactly what Suzy wanted:

• Cleaner Claims
• Fewer Denials
• Less Manual Rework
• Happier Providers

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