

# Product Solutions Overview



## Claims Management

### Electronic Claims

Send professional, institutional, dental, split and many other claims types quickly and cleanly to help with fast reimbursement. Easily submit claims and corresponding attachments.

### Workers Compensation

Reduce the amount of time and manual work spent submitting work comp, auto accident and liability claims with a single portal with capabilities to support electronic attachment conversions, claim matching and batch attachments.

### Advanced Coding Edits (ACE)

Subject claims to more than 30,000 additional edits to quickly identify problems and correct errors before claims are submitted to payers.

### Claim Status Inquiry (CSI)

Access up-to-date claims status at any point during the payer adjudication cycle.

### Online Claims Correction (OLCC)

Fix all key areas of claim requiring correction in real time.

### Electronic Remittance Advice (ERA)

Find, analyze and print EOB information for easy management and payment tracking, while consolidating data from multiple payers into an easy-to-read, customizable and searchable format.

### EOB Conversion, Lockbox & Correspondence

Use sophisticated optical character recognition (OCR) to easily convert paper payments to postable-835 remittance files. Pair lockbox functionality to automatically convert checks into electronic deposits and converts EOBs into postable-835 remittance files.



## Patient Engagement

### Eligibility

Connect to more than 1,100 payers through a single application to get the most up-to-date information on patient coverage, co-pays, deductibles and more.

### Insurance Eligibility Discovery

Automate the identification of a patient's insurer by submitting a real-time eligibility request to multiple payers at once. Automatically check for Medicare coverage and retroactively uncover Medicaid coverage.

### Patient Responsibility Estimation

Utilize the patient's benefit information at point of service to calculate the expected amount due and set financial expectations.

### Prior Authorizations

Automate the process of requesting a Health Care Services Review by leveraging the HIPAA-covered 278.

### Patient Statements

Provide clear, concise and easy-to-read professional statements to boost cash flow, cut AR days and reduce the cost to collect self-pay dollars. Upload statement files in seconds for fast and accurate printing and mailing.



# Denials & Contract Management

## Advanced Reimbursement Manager

Streamline the discovery and recovery of denied, underpaid and overpaid professional and institutional claims. Rectify upstream issues by tracking common errors and payer trends.

## Denials Workflow Pro

Automate the discovery of denials due to eligibility, authorization issues and more. Streamline appeals with pre-populated appeal documentation and letters.

## Contract Manager

Analyze the economic impact of proposed fee schedule changes and gain a competitive advantage during payer contract negotiations.

## Automated Appeals<sup>†</sup>

Create a paperless process by easily sending appeals and all related attachments to TriZetto Provider Solutions for printing and mailing.

<sup>†</sup>Used in conjunction with Denials Workflow Pro and Advanced Reimbursement Manager



# Billing & Coding

## Revenue Cycle Management Services

Utilize comprehensive RCM business process management services - from registration to billing and collections - through a reliable, robust solutions platform with dedicated billing professionals.

## Coding Services

Realize improved billing compliance, revenue and cash flow by utilizing an expert team of AAPC- and AHIMA-certified coders to help reduce the risk of rejected or denied claims.



# Credentialing

## Pulse

Simplify credentialing and re-credentialing by utilizing an intuitive portal coupled with expert-supported service to create an end-to-end process to prevent lags in service.



# Analytics

## Analytics & Insights

Access beneficial insight and identify growth opportunities with robust analytic tools designed for easy data manipulation that increases visibility into your revenue cycle.

