

## MultiPlan Clinical Negotiation

Using an innovated blend of technology, human processes and clinical expertise, MultiPlan Clinical Negotiation, part of our Payment Integrity services, identifies and resolves clinical waste and abuse before medical bills are paid. Seamlessly integrated with our bill repricing process, MultiPlan Clinical Negotiation identifies issues standard editing software can't such as an unlikely combination of procedures, unusual services reported and excessive services reported over time. The findings are then used to obtain provider sign-off on reductions.



By blending human processes with technology, MultiPlan Clinical Negotiation finds issues standard editing software can't — and resolves them before you pay



### How It Works

Clients' non-contracted medical bills with charges over \$2,000 and MultiPlan contracted bills with charges over \$2,500 are automatically routed to the solution, where the following occurs.

#### Case Selection

The technology we use to identify cases:

- Uses proprietary actuarial analytics to score claims at the greatest risk for billing issues
- Was developed with input from physicians and coders
- Encompasses over 300 million code combinations and 90 service areas
- Leverages our significant volume of claims from diverse client types
- Finds evidence of potential waste or abuse on 33% of the charges scored

#### Case Review

Charges are reviewed by licensed, board certified physicians or coders who:

- Are deeply experienced in case audits, adjudication and appeals
- Confirm errors that automated edits can't identify
- Increase provider confidence and cooperation by conducting clinician-to-clinician dialog if needed

#### Case Resolution

Our reductions:

- Are resolved by specially-trained negotiators
- Go beyond the savings from removing the charges at issue
- Are signed off on by the provider so there's no balance billing
- Average a 67% success rate based on eligible covered charges successfully negotiated
- Deliver savings averaging 54% based on covered charges successfully negotiated

In addition to our payment integrity services, MultiPlan offers network- and analytics-based services to help payers manage the cost of care. With one claim submission, you can access all our services. Call 1-866-750-7427 or email [sales@multiplan.com](mailto:sales@multiplan.com) for more information.