

# Claims Management, Simplified

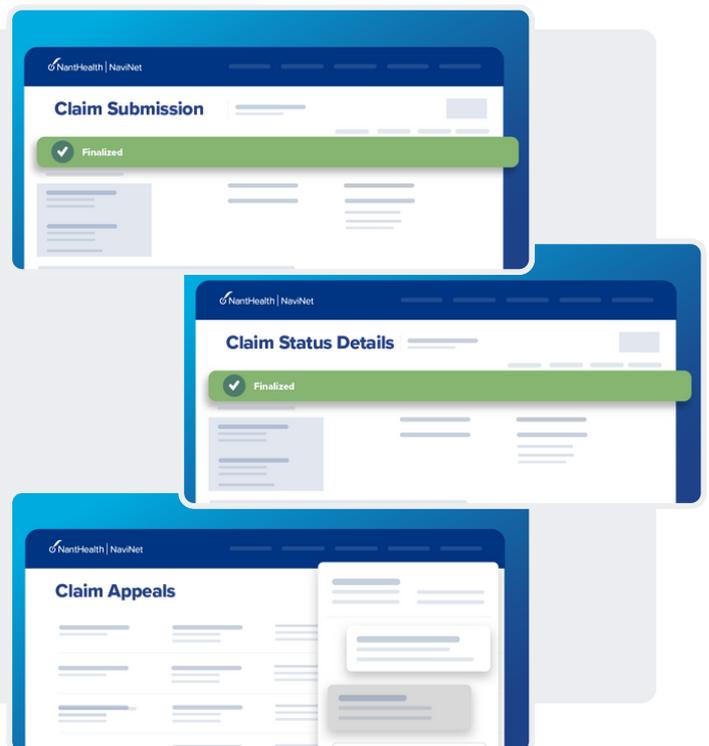
To process claims, provider offices and health plans often contend with costly paper claims and attachments, as well as phone calls and manual processes associated with claims follow-up, correction, and resubmission. Without the ability to modify claims submitted electronically, providers must address errors and omissions manually, leading to an increased burden on staff and an additional strain on your operating budget.

DATA SHEET

## THE SOLUTION

NaviNet® Claims Management consists of professional claim submission, claim adjustments, claim appeals, claim attachments, claim investigation, and a multi-payer claims log where providers manage their claim submissions. Claims Management supports both batch and real-time claim submission and adjudication, delivering instant, automated processing.

NaviNet's integrated Claims Management solution simplifies the claims process by eliminating phone calls, costly paper claims, and other manual processes associated with claims follow-up, correction, and resubmission.



\*2024 CAQH Index®

## SAVE MONEY ELIMINATING ADMINISTRATIVE WASTE

- Inefficient claims processing, payment and reconciliation mean that there is a potential cost savings opportunity of over \$2.6 billion to fully automate medical claims management.<sup>1</sup>
- The estimated industry cost of a manual claim status inquiry is \$18.18 per transaction versus \$3.68 per electronic transaction.<sup>1</sup>
- The estimated overall cost of reworking a claim is \$25 to \$117 per denied claim, and 20% of claims are initially denied or delayed.<sup>2</sup>
- Each claim attachment results in an industry cost of \$6.30 to process manually versus \$4.65 processing electronically.<sup>1</sup>

1 CAQH Index® 2024 2 HealthRev Partners. (n.d.). The hidden cost of reworking claims in home health. Retrieved from <https://healthrevpartners.com/resource-center/blog/hidden-cost-of-reworking-claims-in-home-health/>

### KEY FEATURES

The following applications empower health plans to better communicate and engage with their provider networks:

#### Claim Submission

Provider offices can submit professional claims using simple, real-time data entry without needing a practice management or electronic health record system. Claim Submission is powerful enough for professional billers, yet easy enough for solo practitioners to perform their own billing.

#### Claim Adjustments

Providers can edit and resubmit claims sent to health plans during pre or post-adjudication, regardless of the claim submission source.

#### Claim Attachments

Providers can upload and attach electronic documents in support of the claims adjudication process.

#### Claim Investigation

Allows providers and health plans to communicate about the processing of a claim.

#### Claims Log

Provides a central location to view claims submitted or adjusted through NaviNet. With just one click, providers can copy a claim, adjust or repair a claim, upload claim attachments, check claim status, and resubmit previously submitted claims.

### KEY BENEFITS

Reduce costs significantly—replace paper claims, reduce need for health plan subsidized software, and allow some direct transactions between health plans and providers, reducing costly clearinghouse charges.



Boost provider satisfaction by accommodating costly claim exceptions for numerous entities—from the largest, most experienced provider practices to solo practitioners, transportation companies, and amateur billers.



## TECHNICAL CONSIDERATIONS

### Recommendations for basic connectivity include:

- EDI Gateway Web Service
- Compliance with CAQH/CORE Phase II Connectivity Standards

### Recommended enrollment and application data requirements include:

- Delivery of a Vendor (Entity) and Provider Data Feed
- The ability to send and receive the Health Care Claim Status Request and Response (276/277)
- The ability to send the Claim Acknowledgment (277CA) and receive the Professional Health Care Claim (837P)

**Ready to simplify claims management?**

For more information, visit [NantHealth.com](https://NantHealth.com)  
or email [PayerSales@NantHealth.com](mailto:PayerSales@NantHealth.com)  
to see NaviNet Claims Management in action.

