

INGENIX®

Rising Medical Solutions Reduces Average Medical Bill Cost by 21% to 55%, Delivers More than 895% Return on Investment with Ingenix PowerTrak®

Highlights

- Ingenix PowerTrak's automated bill review process and data mining capabilities help Rising Medical Solutions reduce the cost of customers' average medical bill by 21% to 55% (depending on the state), delivering a return on investment of 28-to-1 for fee schedule and bill review savings, and 4-to-1 on additional value-added savings.
- Rising's programs involving flags for over-utilization and provider negotiations produce an average decrease of 15% in medical utilization within three months of signing up a new customer.
- Since implementing PowerTrak, Rising Medical Solutions' customers have seen hundreds of millions in medical cost reductions.
- Because PowerTrak is claims-driven and database-driven, Rising Medical Solutions has been able to build a mapping structure that allows it to quickly and efficiently integrate with customers.



Challenges

When Jason Beans founded Rising Medical Solutions (Rising) in 1996, he had one overriding goal: to offer the best medical cost containment and care management services possible to payers of medical claims. Specifically, he wanted to significantly reduce payers' medical costs, while ensuring that patients received appropriate medical care offered at fair rates by medical providers. Rising specializes in workers' compensation and automotive injury insurance claims and its customers include insurance carriers, large employers, government organizations, and third-party administrators.

“Rising’s partnership with Ingenix is an important factor in our company’s successful delivery of client services. PowerTrak’s suite of tools enhances Rising’s ability to provide clients with knowledge management solutions that allow them to make intelligent, cost-effective decisions.” — Jason Beans, President and CEO, Rising Medical Solutions

Beans had significant experience in the medical cost management field, and had used several bill review systems previously. So when it came time to select the bill review package that would help form his company’s technology solution, he utilized his prior hands-on experience and chose PowerTrak from Ingenix. The PowerTrak software automates bill review processes, has the most current state fee schedules for all applicable states, and provides a comprehensive solution for workers’ compensation and automotive injury insurance claims.

Rising wanted to deploy a system that would:

- Provide powerful data mining and reporting tools. The company sought a solution that would allow it to easily mine massive amounts of data for identifying claims with the greatest medical cost-drivers, compiling savings results, and tracking turnaround time, to name a few.
- Automate bill review tasks. Rising needed automated tools that would increase its efficiency (for example, data storage automation and duplicate payment detection).
- Offer simple, automated integration with its customers. Redundant data entry is an expensive, time consuming endeavor, both for Rising and its customers. The company wanted a solution that would easily integrate with customers’ existing systems and allow data to be passed back and forth electronically.
- Provide a comprehensive solution for the entire United States, not just individual states. Insurance companies typically handle multiple states rather than a single state or region. Rising needed a package that included data for every jurisdiction in the country.
- Be flexible enough to provide value-added services. To stay competitive in its industry, Rising recognized it could not offer “me-too” services and expect to achieve success. It had to offer value-added services customized to the needs of each individual client.

Solutions

Rising functions as an extension of its customers’ operations, performing bill review and negotiation services for them on an ongoing basis.

Customers send their medical bills to Rising, which are then imported into PowerTrak. Each medical bill is then linked to the appropriate claim and provider, of which Rising has over a half million in its preferred provider database. This collective information is automatically run through PowerTrak, which stores current fee schedules and Relative Actual Charge Data (RACD) for all 50 states.

PowerTrak then alerts Rising to duplicate bills, potential fraudulent claims, and possible unreasonable charges. The proprietary Ingenix KnowledgeBase built into PowerTrak performs automatic clinical edits that can be based on a variety of factors including age, gender, and many others. Rising creates rules for its own workflow using PowerTrak’s flexibility, customizability, and data mining capabilities. The system flags anything it believes has a high incidence of fraud, as well as targeted treatments and bundlings, specific providers, and anything that appears unrelated to a workers’ compensation or auto claim. The data is then provided

to Rising's specialized bill auditors, who perform a detailed review of the flagged records to determine if the treatments and/or billings are appropriate.

Rising's ability to create value-added services and provide customers with maximum savings is enhanced by PowerTrak's flexibility, demonstrated by its effective claims-filtering processes and ability to turn customized flags and rules on and off.

Rising takes advantage of another unique PowerTrak feature - the ability to apply PPO network rates to its analysis. In many instances, Rising has negotiated specific discounted rates with providers and PowerTrak has the ability to automatically apply the discounts to those particular providers.

Because PowerTrak is built on a relational database, Rising can efficiently integrate it with the company's internal systems, including its data warehouse and financial and contract management systems. PowerTrak's intelligent design makes reporting, data mining, and analysis far easier.

Results

PowerTrak has helped Rising operate more efficiently by easily integrating its system with its customers, reducing costs, and contributing to the delivery of a substantial return on investment to its customers. Leveraging PowerTrak's strengths in bill review, data reporting, fraud identification, claims analysis, and state fee schedules and regulations has helped Rising provide its customers savings of 21% to 55%, depending on the jurisdictional state.

A detailed analysis shows that Rising has saved its customers an average of 34% per bill since the company implemented PowerTrak. That number is higher in 2006, with an average of over 36% savings per bill. Within three months of signing up a new customer, Beans says the customer will also see an average 15% reduction in utilization, which is not reflected in the per-bill savings results. While utilizing PowerTrak, Rising has saved its customers hundreds of millions in medical cost reductions and provided customers with a return on investment of more than 895%.

It would have been extremely costly for Rising to custom build a similar solution instead of using PowerTrak, Beans says. Prior to founding Rising Medical Solutions, he worked for a company that attempted to develop a bill review software solution in-house. This cost the company more than \$8 million dollars 15 years ago and it would be even more expensive to try and build a custom solution today. "Even at that price," he says, "the solution was not as powerful or robust as PowerTrak."

PowerTrak helps Rising operate more effectively. Because PowerTrak is claims-driven and database-driven, Rising could build a mapping structure that allows it to quickly and efficiently integrate with its clients.

All this has helped Rising garner consistent yearly growth. Beans says that his company has been growing at approximately 120% per year, and he sees no end in sight for that rate.

"With Ingenix as a valued partner, we're able to combine their strengths with our own to offer a consistently high return on investments for our customers," he says. "We expect that to continue and, as a result, Rising will stay on an aggressive growth path."

"PowerTrak allows us to turn rules on and off, to customize rules, and to create rules for our own workflow. The flexibility of PowerTrak has really paid off for us and it has been a key component in the way we operate."

– Jason Beans, President and CEO,
Rising Medical Solutions

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About Rising Medical Solutions

Rising Medical Solutions (www.risingms.com) is a medical-financial solutions organization offering medical cost containment and care management services. Founded in 1996, the company was formed as a medical management consulting company on the principles of superior technology, people, quality, and service. It has consistently built upon these principles by developing innovative technologies and sophisticated, knowledge management systems that advance client decision making and generate significant cost savings. With offices, providers and case managers nationwide, Rising Medical Solutions is well positioned to provide comprehensive medical claims solutions to insurance carriers, large employers, government organizations, and third party administrators.

About Ingenix

Ingenix delivers Intelligence for Health Care, uniting the brightest minds to improve health care through information and technology. Ingenix serves more than 250,000 diverse health care clients including insurance companies, federal/state agencies, pharmaceutical and biotech firms, Fortune 500 enterprises, hospitals, and physicians within the health care community. For more information about Ingenix and its products and services, please visit www.ingenix.com.

