

INGENIX®

Integrated Injury Coverage Coordination and Subrogation Services

Key Features ↙

- Mine claims data to accurately identify potential cases
- Expedite case resolution through effective member communications
- Prevent and recover accident-related medical and disability expenses
- Detailed progress and performance reporting

Summary

Accident-related medical claims typically account for 8–10% of a health plan's claims volume. With powerful analytics and experienced investigators, Ingenix helps health plans analyze and investigate injury claims to prevent and recover expenses for which a third party is liable.

Ingenix Injury Coverage Coordination and Subrogation Services identify, investigate, prevent, and recover payments related to accident-related medical and disability expenses. Motor vehicle accidents, medical negligence, work-related accidents, premise liability, and defective product injury cases are among those investigated to determine the party responsible for bearing liability. Ingenix applies powerful analytics and experienced investigators to intensify recovery efforts so that appropriate claims are paid by appropriate parties.

Accurate Identification of Potential Cases

Applying proprietary analytics techniques developed by trained biostatisticians, Ingenix mines claims data and identifies accident-related injury cases on a daily basis. Claims history can be reviewed and first- through fourth-level diagnosis codes are scrutinized to determine if potential third-party liability exists. Claims are grouped and quantified by episode, prompting investigation when expenses per episode exceed defined thresholds. Manual referrals may also be submitted by the health plan.

Effective Communication with Plan Members

When a case is identified for injury coverage coordination, Ingenix investigators initiate communications with the affected plan member. Outreach is made by mail and telephone to prompt member feedback and response. More than 50 dedicated Ingenix call center professionals, including bilingual staff, are available from 7:00 a.m.–7:00 p.m. central time daily to accept incoming calls from plan members. Members may also choose to provide necessary information by mail or website for greater convenience. Accurate case identification and effective member communications enables Ingenix to resolve cases quickly, bringing 90% of claims to closure within 15 calendar days of inception.

Prevent and Recover Accident-related Medical Expenses

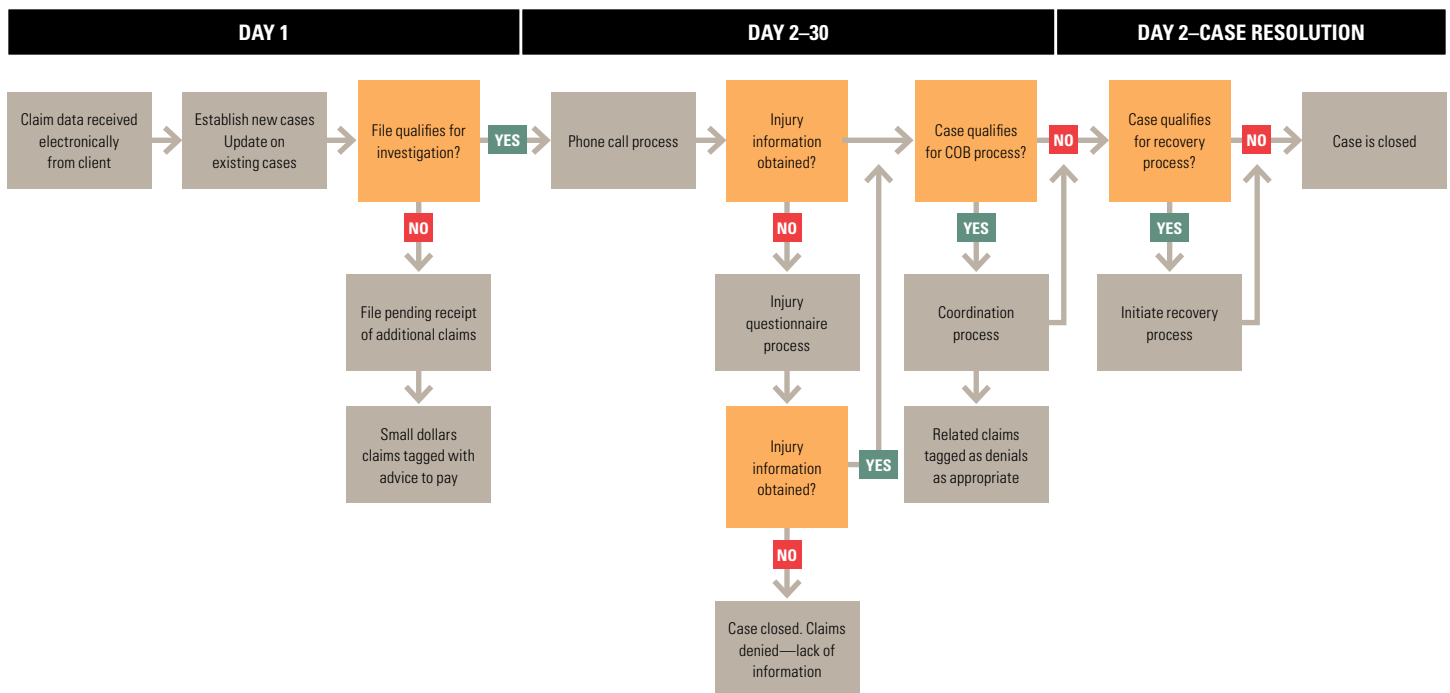
Ingenix investigators can coordinate with other insurance carriers to apply workers' compensation, automobile medical policies, and personal injury protection coverage before claims are addressed by the health insurer. Ingenix investigates and evaluates accident details, contract language, law, insurance coverage, and other theories of liability to assess the probability of successful

recovery. If accident-related claims have already been paid by the health plan, then Ingenix subrogation professionals negotiate and, when necessary, litigate to secure reimbursement on the health plan's behalf.

Detailed Progress and Performance Reporting

Ingenix keeps clients informed through each stage of the claims review and recovery process. Daily guidance is provided on a claim-by-claim basis. Monthly performance reports detail active cases, negotiation progress, and projected and actual recovery results. A dedicated Ingenix implementation team and account manager monitor program effectiveness and work with the health plan to optimize recovery results.

Integrated Injury Coverage Coordination and Subrogation Claims Flow



Ingenix Injury Coverage Coordination and Subrogation Services help health plans prevent and recover more than \$120 million in accident-related claims annually. Contact your Ingenix account executive for a demonstration of these services and the benefits that can be delivered for you.

Ingenix | Intelligence for Health Care | www.ingenix.com

From North America, call: 1-800-765-6034 • ingenuity@ingenix.com
 For a list of Ingenix global office locations, please refer to our web site.

Corporate Headquarters | 12125 Technology Drive, Eden Prairie, MN 55344
 Ingenix and the Ingenix logo are registered trademarks of Ingenix, Inc. All other brand or product names are trademarks or registered marks of their respective owners. Because we are continuously improving our products and services, Ingenix reserves the right to change specifications without prior notice. Ingenix is an equal opportunity employer.