

# Medical bill review

When workplace injuries occur, keeping a close eye on medical expenses is essential. Our expert bill review team and advanced technology help us maximize savings for clients.

Sedgwick processes nearly \$9 billion a year in provider charges, leveraging a depth and diversity of claims data unrivaled in our industry. With this data, we can better measure performance, identify trends and create strategies to improve outcomes.

We maximize savings through state-of-the-art technology, coding and clinical expertise, access to national and regional provider networks, and robust negotiation services. We analyze all bills to ensure charges are billed accurately within state and national guidelines and identify and re-price inflated medical charges to appropriate levels to assure that you only pay what you are responsible for.

## Custom bill review solutions

Our bill review services integrate with your claims system and processes, offering a streamlined approach designed to improve efficiency. Our comprehensive end-to-end solutions include:

- Virtual mailroom and Optical Character Recognition (OCR) data capture
- Electronic bill submission (eBilling)
- Enhanced processes leveraging healthcare standard electronic data interfaces
- Fee schedule or usual and customary rate application
- A robust rules engine engaging custom rules, logic and mapping
- Multiple levels of auditing to account for elevated relatedness databases
- Nurse review of complex bill codes and medical documentation
- PPO network optimization via client-specific mosaics
- Out of network negotiation
- Medical device implant review and complex bill review
- Electronic payment issuance

- Explanation of benefits customization
- Communication with providers to minimize questions or disputes
- Compliance guidelines for workers' compensation and auto PIP jurisdictions

## Designed for efficiency and quality

Sedgwick's bill review process starts with the application of fee schedule or usual and customary rates, followed by utilization review, NCCI or clinical edits. Our nurse auditors and bill review analysts apply rules that prevent overpayments of inappropriate medical charges. A dedicated team focuses on large and out-of-network bills to maximize savings and minimize disputes. Our nurses review all complex medical bills to ensure the appropriate coding and documentation standards are used. In addition, when you choose Sedgwick for utilization review, our bill review platform integrates seamlessly, increasing savings and efficiency, and ensuring compliance.

## Advanced technology

Our enhanced bill review portal and robust reporting and analytic tool provide users with in depth billing information. Clients are assured stringent security standards to protect sensitive, personally identifiable information. Our platform operates in a dedicated private cloud environment in best-in-class SSAE16 SOC Type I and II data centers.

## Bill review portal

Adjusters and claims professionals can easily review and approve bills through an innovative medical bill review portal. The system's custom dashboard provides real-time transparent communications and analytic tools to help manage bills, driving desk level efficiencies that translate into improved outcomes. Users can search by bill level, bill header, provider and payee. Our secure portal provides visibility into:

- Auto adjudication steps to advance bills to payment without adjuster intervention
- In-process or recently processed bills or medical records
- Adjudication and other actions on bills with supervisory oversight to manage timeliness

## Reporting and analytics

Our reporting and business intelligence tool provides unmatched insight into your program. Features include:

- Dynamic and interactive dashboards that show historical and current data and identify spend trend and patterns
- Filter and drill down options that provide information most relevant to the user
- Customizable adjuster alerts to prompt review or action
- Options to export and share information in multiple formats

## The Sedgwick difference

Our unique approach to bill review helps employers achieve the highest possible savings. Our expertise and technology enable us to provide consistent, high quality bill review services to help clients control medical costs and give the adjuster tools to help improve overall claim outcomes.

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To learn more about our stand-alone medical bill review services, contact:

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*To learn more about our managed care solutions, visit [SEDGWICK.COM](https://www.sedgwick.com)*

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