

Medicare compliance: MSAs and lien resolution

Assuring proper Medicare compliance has become a critical element in effectively managing liability and workers' compensation claims, but navigating compliance details while controlling claim costs can be extremely challenging. Sedgwick can help.

Our Medicare compliance services

Medicare compliance may be one of the costliest headaches you face – Sedgwick can help. For any organization struggling to manage Medicare compliance issues, we pose a simple question: Are you paying more money than you have to? If the answer is yes, consider Sedgwick's Medicare compliance services.

The Sedgwick difference

Our experienced team is focused on helping clients control Medicare-related costs. With our dedicated colleagues and expert solutions, we have maintained a 99.9% client retention rate over the past 10 years. Our services are focused on:

- Reducing the total cost of all your claims and settling cases
- Ensuring claims are submitted accurately and completely the first time
- Reducing work for examiners, so they can focus on critical issues and not administrative tasks
- Providing examiners with detailed recommendations to assist in reducing the Medicare Set Aside (MSA)
- Updating the MSA at the time of submission at no charge, and no hidden fees or costs are associated with the MSA
- Advanced technology – Medical records are scanned by our proprietary software for key words to find cost-driving medications and services

What makes our approach unique?

In addition to managing the overall costs of your claims, there are several features and benefits of our services that set us apart in our industry:

- **Cost control** – We focus on moving your claims toward settlement in the least expensive manner possible.
- **Integration** – Our Medicare compliance services are integrated with our claims management system to gain immediate access to important data (e.g., Medicare eligibility). The sooner in the claim cycle we have the data, the earlier we can identify and address potential Medicare issues. It's a critical part of how we work to shorten claim cycles and move each one toward settlement.
- **Efficiency** – With an integrated solution, we have access to all of the claim data and documents in our system. This allows us to provide our services with a shorter turnaround time than other vendors.
 - The "Click to Refer" option in our system offers the most efficient method for our examiners to assign a referral; it also eliminates the need for the examiner to refer to a workflow or identify required documents to determine which path to follow.
- **Quality** – By employing experts, our Medicare compliance division has the ability to address all issues that are involved.

- **Reporting** – We provide the following reports for clients:
 - Monthly open claims – This report is used by operations to drive settlements and includes MSAs, dates completed and amounts
 - Closing project – This report identifies claims for possible settlement; we recommend reviewing it annually
 - Annual review – This highlights all of our Medicare activity for MSAs and liens

How do we track success?

For both MSAs and Medicare liens, we track our success by closely monitoring how much we save our clients by using our services.

MSA savings

Since 2014, we have been tracking the savings of our Strategic Targeted Allocation Reduction (STAR) program. This program brings together our nurses and claims handling specialists to figure out the best and most efficient ways to reduce an MSA allocation. Because we know that a lower allocation usually results in a lower settlement cost.

We have improved our STAR over the years. Our STAR calculations are not soft savings; we only record STAR savings when the Centers for Medicare and Medicaid Services actually approves our recommendations.

STAR SAVINGS	
2014	\$7,244,615
2015	\$8,636,400
2016	\$18,421,538
2017	\$23,702,657
2018	\$25,146,344
2019	\$38,987,424
2020	\$37,740,022
2021	\$32,252,858

Medicare lien savings

When the federal government increased collection efforts on Medicare liens in 2015, we had to change our processes and adapt to the increase in lien volume. We have had extraordinary success in convincing the government and Medicare Advantage Plans to significantly eliminate Medicare lien demands. With our proven solutions, we have reduced over 90% of our clients' Medicare liens to \$0.

Below are our year-over-year Medicare lien savings:

MEDICARE LIEN SAVINGS	
2015	\$1,093,942
2016	\$2,769,210
2017	\$14,124,514
2018	\$15,272,047
2019	\$24,123,604
2020	\$44,577,233
2021	\$47,786,983

Despite the significant savings, we do not charge our clients a percentage of savings like some other vendors do. This keeps your costs down, even though the savings are significant.

To learn more about our Medicare compliance solutions, contact:

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To learn more about our integrated and customized solutions, visit [SEDGWICK.COM](https://www.sedgwick.com)