

Medical bill review

When workplace injuries occur, keeping a close eye on medical expenses is essential. Sedgwick's expert bill review team and customized technology allow us to achieve the highest possible savings for our customers.

Our medical bill review services are part of our comprehensive care management solution, which offers our clients every service they need – from benchmarking provider performance to creating return to work programs – all under one roof and delivered with the highest customer service levels in the industry.

Integration between our bill review, claims and case management platforms allows utilization review decisions to be applied automatically, which increases savings and ensures compliance. Having our bill review procedures electronically connected with our claims system also ensures prompt, accurate processing.

Maximizing savings for clients

The advantages of our unique bill review program go beyond fee schedules and network reductions – it is the way the information is processed that offers the key benefits.

- We pursue all bill reductions before moving on to nurse negotiations, network negotiations and other discounts to make sure we reduce the cost as much as possible
- Our team uses sophisticated, highly customized software to re-price bills according to state fee schedules, applicable state rules and regulations, usual and customary rates, PPO reductions, UR treatment plans and clinical edits

- With our integrated bill review system, we are only processing bills for the services that should be paid for the injured employee; the system is set up to identify any duplicates, billing errors, etc.
- We ensure that all reductions are included to produce the lowest possible fee schedule allowance; all additional discounts after that are typically charged as a percentage of savings so the more discounts obtained through fee schedule reductions, the lower the final service fee is going to be
- We offer an express reimbursement service to help clients manage out-of-network medical costs; bills that previously did not qualify for any type of discounts are identified and re-negotiated with medical providers in exchange for prompt payments

Our experienced team

Our bill review team includes dedicated nurses and bill reviewers who thoroughly examine notes and records to ensure that the treatments and charges are related to, and appropriate for, the injury.

All complex hospital and manual reviews are conducted by registered nurses with in-depth experience in workers' compensation and medical claims. Our senior bill reviewers handle the routine and less complex manual reviews. These seasoned healthcare professionals have an average of 13+ years of experience in bill review.

Our medical
bill review
results

57% net savings

81% network penetration

22:1 net return on investment

2.7 days average turnaround time

99% financial audit accuracy

We also have an experienced compliance team that monitors and researches state reporting requirements to ensure that we have the most up-to-date information in our bill review system. This dedicated group oversees any process adjustments that may be needed as a result of jurisdictional and legislative changes and updates that may occur.

Quality audits enhance performance

The quality assurance team consists of data specialists whose primary objective is to improve outcomes by completing pre-payment and/or post-payment analyses to ensure compliance with state guidelines, regulations and performance guarantees. In addition, the team tracks results with a focus on education and training for our bill reviewers. Their goal is to improve overall performance by designing audit controls focused on bill outcomes and processes, while also enhancing efficiency and financial results. All bills are audited randomly and 100% of bills over \$10,000 are audited before payment.

Sedgwick processes more than 6.7 million bills a year and manages 5.3 million new claims annually, and we have a depth and diversity of claims data unrivaled in our industry. With our size, we can better measure performance, identify trends and create strategies to improve outcomes.

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 costs and make a positive impact on their bottom line.

To learn more about our medical bill review solutions, contact:

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