



# Bigger Data, Better Savings

How HMS helped a major Managed Care Organization quadruple coordination of benefits recoveries

## The Problem

One of the nation's largest Medicaid Managed Care Organizations (MCOs) administers millions of Medicaid member claims across several states. But processing a huge number of claims can easily cost the company millions in overpayments.

Our customer knew they needed an experienced and comprehensive coordination of benefits contractor to analyze the data, identify overpayments, and recover the funds.

They chose HMS.

We are uniquely qualified to uncover coordination of benefits in the customer's paid claims files. HMS pioneered coordination of benefits technology

for Medicaid more than 30 years ago. The IT infrastructure and algorithms we created were custom-built to help healthcare organizations maximize recoveries – bigger data in action.

## The Process

For our customer, the recovery process was simple. The company sent its paid claims files to HMS weekly. We matched those against its commercial insurers' eligibility data to identify claims with faulty coordination of benefits. Our advanced data

systems allow us to process hundreds of eligibility files a month, a critical capability for the number of claims this customer pays. Once the improperly paid claims were identified, we billed the responsible insurers.

In addition, HMS streamlined the adjudication process for recoveries. Because of our well-established relationships with more than 1,000 insurers, we maintain continuously updated eligibility data and hundreds of data sharing platforms. With these relationships and industry-leading technology, we can bill claims directly to insurers and work closely with them throughout the claims adjudication process. The insurers can then easily transfer the recovered funds to our customer's lockbox.

## The Results

HMS's bigger data generated better savings. We increased the customer's recoveries from \$7.3 million to more than \$30 million within two years. Now, we're looking into other ways to help them avoid overpaying claims.

Today's healthcare environment demands MCOs have the financial savvy to find and recover waste. HMS helped one MCO put millions of healthcare dollars back where they belong. That makes the system healthier for everyone.

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**Learn more about this case study at [hms.com](http://hms.com)**

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Enterprising healthcare

HMS provides the broadest range of solutions in the industry to help payers and at-risk providers improve financial and health outcomes. Using innovative and time-tested technology and analytics, we help our clients reduce costs, enhance quality, and safeguard compliance. As a result of our services, our clients save billions of dollars every year and achieve their performance goals.