



WHAT TO EXPECT

A Simple Overview of the SureHit Medical Provider Data Solution

A GUIDE FOR HEALTHCARE PAYERS

About SureHit

AUTO-ADJUDICATION

Auto-adjudication success rates have a significant impact on the bottom line of any health care payer. Whether you are a TPA, PPO, Health Plan, or Worker's Comp provider, there's just no way around the need for ready, clean, and complete medical provider data. Without it comes continuous costs, distractions, and difficulties all created by that "Provider Not Found" error queue.

Here at BASELoad, we work with clients daily to create custom solutions in medical provider data for the adjudication process. In fact, we are proud to say that we are THE innovators and leaders in medical provider data services, and we've been doing this successfully now for over 20 years.

SUREHIT

WHAT DOES IT DO?

SureHit will virtually eliminate your Provider Not Found queue, which will, in turn, increase your auto-adjudication rates significantly. **SureHit** matches to existing provider records and creates new providers only when needed. Every record is passed through hundreds of programs including:

- USPS address validation and updating
- Fulfillment of missing data elements
- Provider correction tables
- Tables holding hundreds of thousands of corrections to data fields

We've processed over 100 million claims through **SureHit** to date, and our average provider matching percentage is above 99%.

HOW DOES IT WORK?

There are two options for using **SureHit**:

1. **SureHit Now**
2. **SureHit Batch**



About SureHit

SUREHIT NOW

SureHit Now integrates with your adjudication system(s) for real-time medical provider data matching or new provider record creation. **SureHit Now** is accessible 24 hours a day and has an average TAT of two seconds. On average, 35% of provider records are enhanced / corrected / validated / fulfilled during the **SureHit** process. Also, implementing **SureHit Now** requires minimal resources. The typical start-up, upon signed contract, is between two and four weeks.

SUREHIT BATCH

SureHit Batch is the manual data exchange version of **SureHit**. You send us your entire 837 claim. We clean it, populate it, match it, and can even fulfill it. Then, we send it back - same day service! Our average TAT for **SureHit Batch** is less than 4 hours, and we are available from 8:00 AM through 6:00 PM daily (eastern standard time).

BASELoad Services	<u>SureHit NOW</u>	<u>SureHit BATCH</u>
Turn Around Time	Real Time/2 seconds	Same Day/4 hours
Claims Systems	VBA, Javalina, WLT, proprietary	All claims systems including proprietary
Web portal access to maintain client-specific tables	Yes	No
Contains PHI	No	Yes
All Claims	Yes	Yes
Provider Not found only (Optional)	Yes	Yes
Fulfilled missing data elements from providers on claims/bills (NPI, phone, fax, taxonomy/specialty code, Medicare, Medicaid, license)	Yes	Yes
Addresses validation with zip+4 and counties added in	Yes	Yes
NPI number type 1 and type 2 validation	Yes	Yes
PPO name cross-reference based on re-priced claims	Yes	Yes
Minimize Duplicate Provider records	Yes	Yes
Catch and fix Transposed Tax ID Access	Yes	Yes
Catch and fix Name Reversals	Yes	Yes
Access BASELoad claim corrections tables	Yes	Yes

Implementation

THE COST OF NOT DOING ANYTHING DIFFERENTLY THAN YOU DO NOW

The cost of manual intervention due to errors in medical provider data is \$6.00 per claim per month and \$3.00 per call per month.* How many of your claims have missing or inaccurate medical provider data?

* From Managing the Health of your TPA... Know your numbers – Glenn McLellan, President McLellan Consulting Services: Data from 1/1/16 – 12/31/17 83 TPA, 3.2 million covered employees (Small, Med., and Large TPAs represented) – See presentation



THE COST OF DESIGNING & IMPLEMENTING A SOLUTION IN-HOUSE

Healthcare payers all have staff who can write programs, manage databases, and do data research and entry. Therefore, a payer should ask the question: Is medical provider corrections and matching technology something we want to design and develop in-house? We believe the answer to this question is always a no. The cost, time, and unknowns are just too great.

Also, there are significant added benefits from a dedicated well-developed process from seasoned professionals. For example, do you re-price claims in-house? **SureHit** attaches your fee schedule name to each in-network provider load record. Do you need to route claims to PPO networks for re-pricing? **SureHit** attaches PPO affiliations to in-network provider load records, as well. Do you want

BASELoad to re-price claims for you? We've worked with millions of fee schedules and billions of CPT and ADA codes.

Explore these questions if you are considering an in-house solution:

- What talent, skills, knowledge, and tools do you need?
- How long (hours, weeks, months...) will it take develop and code a solution?
- How many resources will be involved in this project?
- How many employees will need to be involved?
- How fast can the new solution (once designed and developed) be implemented?
- What projects/tasks will be moved to the bottom of the priority list?
- How well can you predict the overall cost?
- And finally, how much confidence do you have in the overall success of the project?

THE COST OF SUREHIT

We at BASELoad have been providing medical provider data solutions to payers for 20 years, and **SureHit** is our premier solution. Our processes are in place, and our database of medical providers is enormous. With just a short interview with you and your staff, we can provide a cost outline for the solution you need. With honed processes, well-iterated technologies, and huge amounts of ready data, we never fail to provide a solution that is successful and yields huge returns.

Implementation

CHANGE MANAGEMENT

Undertaking any kind of project within an organization creates some kind of change and necessitates change management. For **SureHit** to be implemented, there will be needs from IT or data management staff. There will be needs from legal. And there will be needs from the operations manager and/or CEO.

BASELoad has led organizations through medical provider data projects and solutions - cleaning, validating, and fulfilling medical provider data - since 1999. We recognize that not all payers are the same, and that's why we take the time to fully understand the individual needs of our clients and create custom solutions to meet those needs.

BUSINESS REQUIREMENTS

Before we work through the technical requirements of the implementation project, it's important to understand your business requirements. Some key questions to ask include:

1. What are your current auto-adjudication rates?
2. What % increase would be considered significant?
3. How many staff members are in your provider maintenance department?
4. How many claims/bills do you process per month?
5. What claims/bill system are you currently using?
6. How much new business can you take on, while maintaining your same staff, by increasing auto-adjudication rates?
7. What is your budget and timeline?

After putting together your team and understanding your business objectives, you are ready for us to lead you in implementing the **SureHit** solution.

PROJECT TEAM

It is important to understand from the beginning of any implementation who your team will be. You will need to select your team and determine their roles and responsibilities. You will need to answer the following questions:

1. Who will be making sure that new provider load records are loaded without errors?
2. Who will be monitoring the "provider not found" queue? (should never be more than a handful of records in there)
3. Who is our primary contact for your inquiries?
 - Proprietary: Who on the technical team needs to be involved?
 - Branded Payer System: Do they need to be involved?
4. Branded Payer System: Do they need to be involved?
5. If **SureHit Batch**, who be responsible for the secure ftp process between the two companies?

Once you have your project team in place and your overall business requirements defined, then you are ready to implement the solution.



EXPERIENCE

We are the inventor, the innovator, and the leader in custom solutions for medical provider database issues. We are service-focused, have a huge database for reference, and have processes developed and iterated for 20 years. We never fail to radically reduce costs for our payer clients. Your operation will be more efficient and more profitable due to our services.



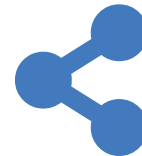
SECURITY

BASELoad is Soc2Typell certified with 20 years of experience in cleaning and managing medical provider data for the healthcare industry. Our business success is predicated on our ability to handle sensitive information and on our policies and procedures to keep client's information safe and secure.



SUPPORT

The entire BASELoad team is based in the United States and works from a single location. We do not have phone trees for customer processing, and we can be easily reached by phone or email during office hours. 24/7 technical support is also available.



COMPLEXITY


Not all payers operate or have the same provider database issues. BLI works with clients daily, to create custom solutions. Additionally, we work and are partnered with highly recognized claims/bill payer systems. Have a proprietary system? No worries, we have worked with many of those, too.

VALUE ADD



BASELoad offers a suite of additional services in improving medical provider data for adjudication purposes as well for IRS filings. We are your complete medical provider data solution.

Please call us to discuss our how we can help you.

 704-424-9889