



## **BUSINESS CASE**

### **The SaaS (R)Evolution in Healthcare Recovery**

**3 Ways Software-as-a-Service (SaaS) Improves Healthcare Recovery Results in Less Time, at a Lower Cost**

## Healthcare recovery and overpayment have operated with relative consistency over the past several decades. But a major wave of change is underway, driven by important and converging market dynamics that put healthcare cost management under new scrutiny.

Thanks to a bruised economy, bottom-line preservation strategies are at the forefront of business survival planning. Health reform is sounding the siren for greater transparency, compliance, fraud and waste reduction, and simplified health insurance administration. Information has become more ubiquitous; consumers expect on-demand, personalized data to help inform their social, workplace, and health decisions. Innovations in technology such as cloud computing offer compelling business value, with the promise of improved corporate performance and worker productivity.

These movements have begun a sea of change within healthcare cost management. Recovery specialists acknowledge that many issues hamper their programs—legacy systems based on antiquated technology, lack of integration among information sources, inflexible reporting, partially automated claims recovery processes, passive case management, lack of visibility. As a result, recoveries hold steady at sub-par levels, and the potential for better outcomes is left unfulfilled.

At the forefront of new technologies rapidly changing healthcare recovery is **Software-as-a-service (SaaS)**. On-demand software for subrogation and overpayment is delivered instantly and less expensively to desktops via the internet “cloud” instead of running on internal systems. These SaaS solutions, available from Discovery Health Partners as an alternative to its Full Service Subrogation and COB, combine leading-edge technology advancements, modernized workflow, and powerful information analytics.

We believe that SaaS-based, information-powered recovery and overpayment solutions are evolving a new and much higher industry standard, and are revolutionary in their ability to advance how recovery specialists manage their programs. This business case details how SaaS delivery of “intelligent” healthcare cost containment solutions offers

### Defining Software-as-a-Service

5 characteristics of a SaaS solution:

- Application resides on the Internet, accessible via a browser vs. running on internal systems
- Users have access anywhere, anytime
- It’s “on demand;” you can control usage in a subscription model
- It’s multi-tenant; it supports unlimited users and scales up or down as business dictates
- Service is managed by external parties and hosted outside the organization’s firewall

deep and significant impact from a business, technology and economic perspective. You'll be able to increase recoveries in less time and at lower cost, a winning plan for those looking to innovate their larger healthcare cost management strategies.

## **(R)Evolutionary Improvement #1:**

### **SaaS makes in-house recovery management more efficient and insightful**

SaaS empowers recovery professionals to make better decisions, operate more nimbly, and retain greater levels of program control. This means you'll be more effective as a recovery team and get it done in less time. Let's take a detailed look at what the SaaS (R)Evolution means to recovery specialists.

#### **Increase recoveries in less time, for less cost**

- Get started in days, not months, with minimal IT support
- Access to both subrogation and COB from a single source—anytime, anywhere
- Automated workflow and case management tools
- Unlimited ability to scale up or scale down your operation
- Multiple levels of security and HIPAA compliance
- Full disaster backup and recovery
- Transparent maintenance and upgrade cycles

**Automated identification and investigation streamlines the recovery process and delivers more accurate identification results.** Proprietary algorithms and sophisticated data mining techniques in our Discovery Identification<sup>SM</sup> engine deliver a higher volume of workable cases, while applying logic to eliminate the “false positives.” Automation of investigation shortens the information-gathering process so cases move more quickly.

**Case management benefits and workflow automation help you do more with less, and better leverage the talents of your staff.** Our case management application, Discovery Case Manager<sup>SM</sup>, empowers in-house recovery teams with deep analytical case management tools, flexibility, and control. You can record activities, manage by a calendar diary system, and prioritize cases based upon status. Case-relevant documents are imaged and uploaded directly to the case. Our unique Language Management feature allows health plan language to be cataloged by group and viewed at the case level. With this centralized case management capability, you will be able to accomplish more with the staff you have on

board, potentially bringing some of your outsourced recoveries in house, or you may find opportunities to streamline your team.

**Reporting, analysis and tracking deliver instant views into operational status and insight into overall performance.** A robust executive dashboard and reporting engine offer interactive analytical features that quantify recovery efforts and provide a complete view of current case inventory, with the ability to dig into individual cases with a single right click. The transparency afforded by Discovery Dashboard<sup>SM</sup> lets you view real-time and historical case data, as well as all monthly reimbursement reports. An added benefit for health plans is that performance data and analytics can be shared with your customers so they have a read on the recovery operation, insight that is simply not available to most plan customers today.

**User-defined functionality and customization options enable you to tailor identification, case management, and reporting to your specific needs.** You have more control than ever over your recovery operation with the Discovery Health Partners SaaS solution. Highly flexible and customizable, the Intelligent Cost Containment Platform can be adapted to the way you want to manage the operation, from case management through self-service reporting options.

## **(R)Evolutionary Improvement #2: SaaS technology offers greater access, a highly scalable and secure environment, and ease of use**

With SaaS, you get turnkey services that “turn on” in an instant—there’s no complicated programming or installation needed. By combining SaaS with our Intelligent Cost Containment Platform, we’ve made it easy for you to get started managing recoveries with greater flexibility and insight.

**Greater access through an integrated platform for all applications.** Core applications of Discovery Identification, Discovery Case Manager, and Discovery Dashboard are built as an integrated platform sharing a common set of services. In contrast to separate point solutions for subrogation and COB, our platform approach makes it possible to perform multiple recovery functions using a single user interface and shared supporting functions instead of having to learn and manage different applications. That means a single sign-on and you’re able to move seamlessly across your subrogation and COB work streams.

The simplicity of access through a browser opens another door—it’s easy to give access to your customers who want more transparency into your subrogation and COB activity on their behalf. Offering such insight builds confidence in your program and gives them insight they’ve not had before.

## **A highly scalable and secure environment introduces rigor and flexibility in four ways:**

1. *Rigorous security standards to protect data, applications, and infrastructure.* Discovery Health Partners' SaaS solution features a built-in virtual private cloud with comprehensive application, data, and infrastructure security controls designed to facilitate security governance and manage ePHI data security. It is fully HIPAA-compliant, meeting rigorous standards for technical, physical, and administrative security. We will work with your IT team to ensure compliance with internal standards.
2. *Disaster recovery and fail-safe measures to ensure operational continuity.* Nightly backups secure durable storage, while the ability to quickly launch services and restore data in alternate locations minimizes downtime and service interruptions. Our infrastructure has met all important data center certification levels, and a governance model addresses risk mitigation, emergency operations, and business continuity. Our collaboration with your IT team ensures they will be comfortable with the standards in place.
3. *System flexibility and scalability to scale up or scale down with your operation.* On-demand scalability gives you the ability to quickly ramp up (and down) to match your use of services to changing demand and usage. Smart resource management on our end maximizes computing resource utilization to keep your costs low. One of the primary benefits of the SaaS model, this scale up/scale down capability makes sure you pay only for what you use and use only what you need in a convenient subscription model.
4. *Ability to handle your more complex and BIG data.* Our SaaS solution routinely processes billions of records each month, using the power of the cloud to perform advanced analytics to identify more recovery opportunities.

**User interface standards support ease of use.** The platform simplifies integration with other systems, offering optional turnkey secure integration with on-demand efax, print and document scanning services. Our web response site provides a secure branded portal allowing your members to quickly and efficiently respond to your inquiries.

**Support for fast startup and smooth ongoing operations.** First, implementation support takes the pain out of going live. Give us your data and you will be up and running in days and weeks, not months. We request standard data formats and work with your data team to integrate data into our application environment. When getting good quality data is a challenge, a team of data integration experts will work with your IT team to build the extracts and test them for usability.

Second, a no-hassle update cycle means that regular release cycles occur with no downtime. The hassle of planning, change management, testing, and implementation are transparent to your operation and do not cause service interruptions or other inconveniences.

### **(R)Evolutionary Improvement #3: SaaS lets you do more at a lower cost**

Cloud computing offers an extraordinary value proposition for the typical IT organization and the business units it serves. SaaS solutions drop significant dollars to the bottom line and reduce the purchase and maintenance of expensive hardware and software. They put an end to the backlog of user requests and homegrown workarounds. They let the business manage the business.

For these reasons, the economics of cloud computing simply cannot be ignored, and the groundswell of adoption grows. This revolution will one day become one of—if not the—standard IT operating model inside your company.

**Minimal disruption during onboarding.** We take customer onboarding seriously and have engineered the process to be as painless as possible. You will be assigned a Client Advocate who will shepherd you through every step of the process, from training your staff to ensuring your data extract process is up and running.

**Minimize IT cost and dependency.** When you manage your subrogation and COB through our SaaS delivery model, you do not require any additional capital outlay for hardware or software. Currently dedicated hardware and IT resources can be reallocated because you will need only a desktop to access the applications.

Regularly scheduled system enhancements and updates ensure your application continues to improve and evolve, without disruption to your day-to-day operations. And the built-in reporting flexibility means you can customize reports and design ad hoc reports as you need them—no more backlog of pending requests in IT.

#### **SaaS economics are powerful**

- Minimal onboarding disruption
- No capital outlay
- Pay only for what you use
- Scale up or down as needed
- Reduce dependency on IT
- Streamline staff usage
- A view of the “big picture”
- Managed ongoing costs
- Improved recovery results

**Reduce your staffing requirements.** The fact is a SaaS solution from Discovery Health Partners will require fewer staff to manage your current workload. This means you can reallocate staff or expand your business, in any case getting more leverage from current resources.

**Leverage the platform to get a look at the big picture across your entire recovery operation.** Not to be underestimated is the potential to measure the performance of your recovery operation across all the vendors and in-house teams managing a piece of the total pie. We will help you build data extracts from each of your operations and feed them into the Intelligent Cost Containment Platform. From there you can design reports that show detailed comparative metrics that give you the big picture across your entire recovery operation.

## **Are you ready to upgrade the efficiency of your operations and achieve better recovery results at a lower cost?**

If so, you owe it to yourself to look at the SaaS solution for Intelligent Subrogation and COB from Discovery Health Partners. For the first time, you can have secure, round-the-clock access to the newest, most advanced technology possible across an information-powered, or “intelligent,” recovery spectrum that includes identification, investigation, case management, and information analytics. Never before has the claims recovery process been so automated, so accessible, or so powerful and effective. To learn just how much of an impact we can have on your operation, call us today for a personalized demo and SaaS Benefit Calculator review.

### **Case Example: SaaS Subrogation**

For a western region Blues health plan, Discovery Health Partners built a Virtual Private Cloud (VPC) to support and enhance the collections, insight, reporting and productivity of existing internal pre-payment and recovery Subrogation processes. In the VPC, claims data resides in Discovery Health Partners’ privately hosted, secure environment for Subrogation case identification, case management, and information analytics. The SaaS-based healthcare recovery model allows in-house recovery teams to benefit from state-of-the-art technology in a cost-efficient subscription model while retaining full control of the Subrogation function. It operates on Discovery Health Partners’ proprietary Healthcare Analytics Platform, which transforms key healthcare cost management business processes with enterprise-level, cloud-powered information analytics.

## **About Discovery Health Partners**

Discovery Health Partners addresses pressing healthcare cost concerns with a suite of information-driven cost containment solutions that enable health plans, self-funded employer groups and government agencies to confidently manage their pre-payment savings and post-payment recovery efforts. These include solutions for Subrogation, Dependent Eligibility Verification, Coordination of Benefits, and others, which are available as fully outsourced solutions, SaaS solutions, or a flexible hybrid of the two.

We bring decades of experience from recognized leaders within the healthcare, legal, information technology, business intelligence and management consulting industries. We're proud to use our combined expertise to improve upon current industry methods and help our clients and business partners maximize data, modernize workflow, and improve reporting and analytics. In the end, our clients recover more dollars, faster, while consistently maximizing efficiency and improving the customer experience. Discovery Health Partners is a division of LaunchPoint, provider of enterprise-class information-centric business services and solutions combining information management and analytic disciplines with emerging technologies.

Contact us to learn more about our intelligent healthcare cost containment solutions.

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