

Strataware[®] Utilization Review

We can help healthcare and claims organizations modernize the utilization review process, making it faster and more efficient, while helping ensure appropriate care.



Strataware Utilization Review

Making UR Count



“There’s a changing philosophy in health utilization management today, away from simply thinking of it as a cost-containment approach and more toward using it as a proactive tool to achieve the oft-repeated mantra of the right care for the right patient at the right time. Data and automation are increasingly being used to make that shift possible, while also putting greater power in providers’ hands to make medical decisions.”

URAC

The true power of applying automation to a process is in connecting your business rules with other tasks, processes and workflows consistently and predictably. In some instances, that’s easier said than done. Take the role of utilization review in casualty claims solutions. While the goal of delivering the right care, at the right costs, in the right setting is straightforward enough, achieving those goals always seems to be just out of reach.

From the moment a request for authorization is placed until the medical treatment is rendered and healthcare providers are reimbursed, gigabytes of structured, unstructured and semi-structured data are aggregated, actioned and transferred between multiple stakeholders and systems. Many of these interactions require manual touches and subjective judgement, making them slow and prone to compliance errors.

Where the wheels really come off UR is in the bill review process. Disconnects between the bill, the provider, the claimant and the UR decision can combine for an epic fail, resulting in lost dollars, lost productivity, and lost opportunity.

Conduent Casualty Claims Solutions applies next-wave thinking, technology and design to modernize the UR process while improving patient outcomes.

Form and Function Redefined

Modern utilization review design philosophy and delivery model accelerates quality medical care.

Utilization review has devolved into a transactional, slow and impersonal process. Instead of expediting treatment and advancing claims to closure, it often falls short on delivering its intended benefits.

At Conduent we have a new vision for UR. One that focuses on personalized medical management. Fast and insightful decision-making. And intelligent automation that reduces costs and increases quality outcomes.

Our new solution design for Strataware Utilization Review infuses automation and AI into every step of the process to deliver an integrated, exceptional experience, from request to certification to integration with bill review. The result is UR as it was meant to be— fast, transparent and collaborative.

Strataware Utilization Review is executed on a high-performance rules engine that automates all aspects of utilization review, from request and intake to clinical reviews, communications and appeals.

What sets it apart is an automated certification process, in which Strataware Utilization Review performs an initial triage against all state-mandated treatment guidelines, nationally recognized evidence-based guidelines, and client-defined rules. Auto certification rules can be as simple or complex as required and are easily configured thanks to the platform’s fast, flexible and intelligent front-end design.

New benchmark in bill review integration

Conduent creates a new benchmark for integrating utilization review and bill review by replacing what has long been a people-driven process to one that is almost completely system-driven.

Care requests are translated into CPT coding and then uploaded to Conduent's Strataware® medical bill review platform. The Strataware application—not a bill reviewer—compares provider medical bills against code sets loaded in the CareControl® decision manager. Decisions to approve or deny payments are immediately applied.

In addition, by crosswalking the codes into code families, Strataware immediately captures companion services for approval or denial. For example, a knee arthroscopy may have companion services for pre-op and post-op visits, surgeon and assistant surgeon fees, anesthesiology, and diagnostics.

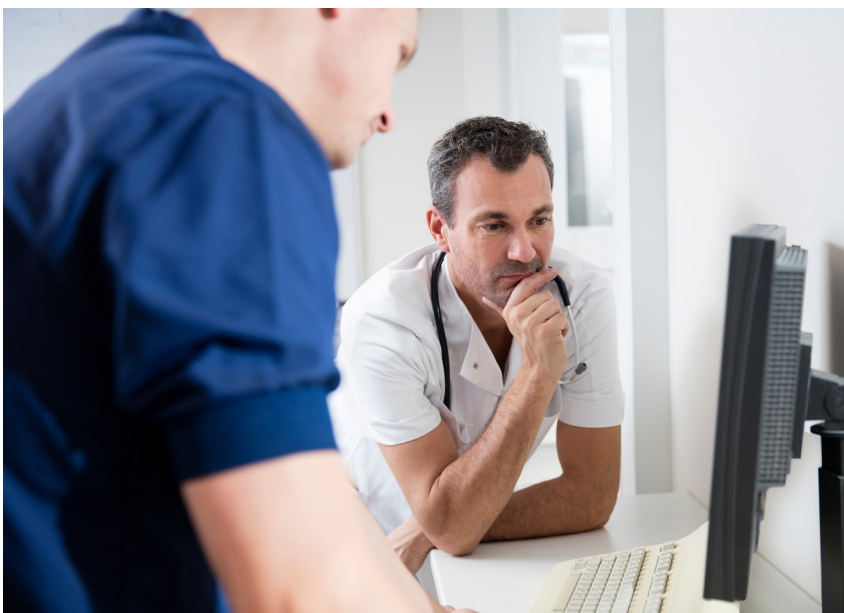
End to End Workflow



Positive intervention keeps claims moving forward

Delivering the right care at the right time results in effective medical treatment and return to productivity. While the ideal outcome in utilization review is the prompt approval of treatment which is in sync with evidence-based medicine, we know that is not always the reality.

To advance some claims, peer-to-peer discussions are essential to move a potential denial to a modification. To prevent a denial from delaying treatment, Conduent's approach allows the peer reviewer time to fully evaluate the request and complete a peer-to-peer discussion. Strataware Utilization Review provides secure, electronic information exchange and data collection to improve speed and coordination. If information is unavailable or incomplete our data collection experts can close the gaps by gathering and delivering missing elements to physician reviewers.



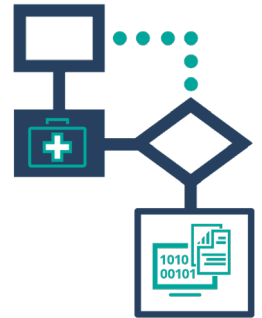
Auto-certify requests for review

Strataware Utilization Review supports custom or client-specific business rules to eliminate waste in the utilization review process. For example, if the claimant's diagnosis code is a broken ankle, the system can be instructed to auto-certify a request for authorization on a specific number of physical therapy sessions within the first 75 days of the injury. This would allow for physical therapy to begin at the appropriate time, that is after the employee can start mobilizing the area around the fracture—thereby eliminating the need to submit additional review requests.

Integration with Strataware and other bill review platforms

Having the capability to accurately link certification decisions with the medical bill review process is essential for realizing the full value of utilization review. The challenge is that utilization review and medical bill review don't speak the same language—UR is traditionally viewed as a narrative, whereas bill review reads in code.

Conduent is integrating utilization review and bill review by replacing what has long been a people-driven process to one that is almost completely system-driven. Care requests are translated into CPT coding and then uploaded to the claims payer's medical bill review platform. Integration is seamless with Strataware®, but other vendor platforms are easily supported. Automating decisions by comparing provider bills against the code set enables instant payment decisions and a more effective use of human resources.



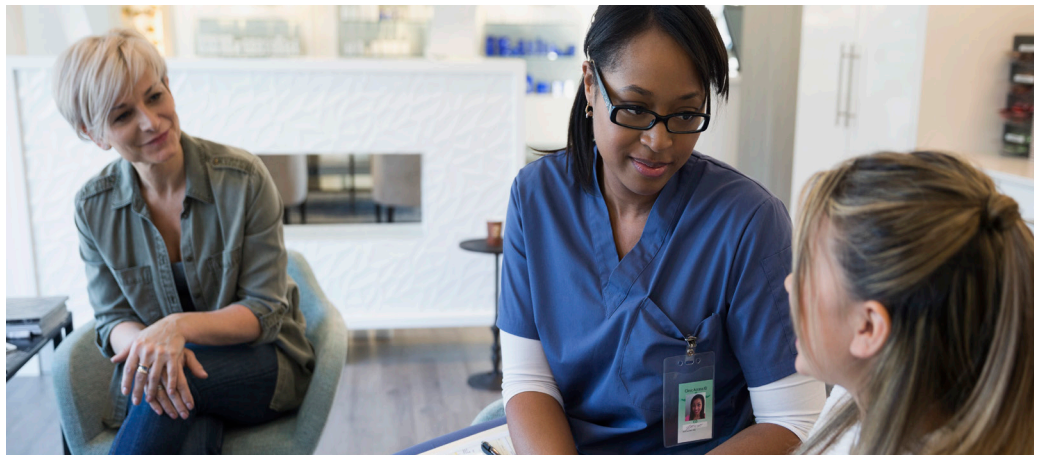
Strataware Utilization Review transforms the way our clients operate.

- Faster first-level reviews, allowing approvals to be automated and rendered within hours
- Automatic routing of complicated requests to a Conduent utilization review nurse for intervention (application of nursing knowledge to sort out the requests and apply complex guidelines)
- Automated non-certifications directed straight to peer reviewers, providing time for peer-to-peer communication and culminating with the ultimate goal of approving or modifying care
- Better experience delivered through a fast-paced, streamlined UR process that results in improved value of review request outcomes
- Higher number of requests that meet the true goal of UR of approval or modification, to move claims toward closure
- Process savings of both time and expense, but most importantly the injured worker's care is front and center in the process



ACCREDITED

Workers'
Compensation
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Expires 04/01/2024



For more information about Conduent Casualty Claims Solutions visit us [online](#) or call 1-844-ONE-CNDT (663-2638)

