

Cost Containment & Care Quality

Comprehensive COB and Case Management



Containing costs across the healthcare continuum

Third Party Liability (TPL), also known as Coordination of Benefits (COB), refers to the legal obligation of third parties, such as commercial insurers, Tricare and Medicare, to pay part or all of the costs for medical assistance primary to Medicaid. Under Federal and State law, Medicaid is the payer of last resort. It is estimated that as much as 12% of Medicaid members have other insurances and effective COB programs help to save over \$5.5B annually. We have developed the nation's most comprehensive and successful COB program to assist organizations in maximizing their healthcare dollars and overcoming the major administrative and technical burdens of identifying other coverage, determining the order of payer responsibility, avoiding costs pre-payment or recovering payments and managing subrogation cases.



Saving costs and administration burdens

Paying claims with third-party primary responsibility is a significant source of unnecessary costs for healthcare organizations. State Medicaid agencies and health plans need accurate, real-time other primary payer detection and verification and a comprehensive case management process to avoid or recover these costs in a timely fashion. Gainwell's Cost Containment and Care Quality solutions lead the industry with the most in-depth experience, substantial data resources and efficient payer-data matching technology available.



Meeting you where you are

State Medicaid agencies and health plans need an expert Cost Containment and Care Quality partner that offers:

- Advanced technology and analytics capabilities
- Access to in-depth, up-to-date national eligibility data
- Effective cost avoidance and recovery strategies
- Comprehensive case management and legal experts to maximize casualty and mass tort subrogation

With access to 1,270 carriers and health plan processing partners through the National Eligibility Data Platform (NEDP), we help organizations like yours avoid the waste of pay and chase, ensuring verifications with 99.9% accuracy.

End-to-end Cost Containment and Care Quality solutions

We provide comprehensive Cost Containment and Care Quality solutions for organizations like yours in three categories:



Pre-Payment COB Solutions

We help state Medicaid agencies and health plans avoid improper payments by providing accurate eligibility before claim processing and reviewing claims post-adjudication, pre-payment. Corrections are entered in the payer's system or returned to the client to correct before payment occurs.



Post-Payment Recovery

We recover funds on claims paid incorrectly due to unknown or inaccurate eligibility. Our dedicated Provider Relations team actively pursues recovery, working with providers to bill claims to the correct, liable payer.



Case Management

We understand a comprehensive case management process is the foundation of a successful recovery program. We identify potential recovery for healthcare claims paid for injuries to conduct both casualty recovery and mass tort subrogation.



Optimize cost savings upstream with pre-payment solutions

Our pre-payment COB solution is comprehensive, compliant and configurable, enabling healthcare organizations to drive effective usage of COB data, resulting in minimized consumer and provider abrasion, alleviated administrative burdens and an improved reduction in claim spend. Gainwell's solution offers features healthcare organizations can tailor to best fit their needs, including:

- Cost Avoidance Match & Delivery
- On-Demand Technology
- COB Data Management
- COB Revalidation
- Call Center Support
- Self-Service Portal
- Performance Analytics

Maximizing recoveries with post-payment COB

When primary coverage is unknown at the time of service, Medicaid will erroneously pay as primary, creating huge expenses and inefficiencies for healthcare organizations. To ensure Medicaid is the payer of last resort, our comprehensive post-payment recovery solution can include:



Provider Disallowance – Allows providers to bill commercial insurance or Medicare



Commercial Insurance Direct Billing – Medicaid receives direct payment from carriers



Provider Relations – An experienced team committed to serving your providers



Yield Management – Active pursuit of unpaid and denied claims



Accounts Receivable System – Tracks billing, adjudication (payments and denials) and re-billing

Leverage a team of Case Management experts

All too often, state Medicaid agencies and health plans don't receive reimbursement for medical expenses paid during treatment when people are hurt in accidents. Our Case Management solutions identify potential recovery for healthcare claims paid for injuries to conduct both casualty recovery and mass tort subrogation, utilizing advanced technologies and our expert staff to maximize your recoveries.

Our solution includes:

Casualty Recovery

- Automobile and Motorcycle Accidents
- Recreational Vehicle Accident
- Premises Liability
- Homeowner's Liability
- Workers' Compensation

Mass Tort

- Product Liability
- Medical Malpractice and Medical Device Defects
- Toxic Exposure and Pharmaceuticals



The benefits of our Cost Containment and Care Quality solutions

Gainwell is your trusted partner for saving your Medicaid organization costs by preventing erroneous payments before they happen and recovering erroneous payments after they happen. Our vast amounts of data and industry experience enable healthcare organizations to:

- Maximize savings and recoveries
- Reduce administrative burden
- Ensure member and provider satisfaction
- Improve cost containment and care quality efforts

**Over \$2 billion in recoveries
for our clients in 2021**

Visit us

**for more information on Gainwell's
Cost Containment and Care Quality solutions.**

Gainwell is the leading provider of **technology, services and solutions** that are vital to the administration and operations of health and human services programs. With more than 50 years of proven experience, Gainwell has a reputation for service excellence and unparalleled industry expertise. We offer clients scalable and flexible solutions for their most complex challenges. These capabilities make us a trusted partner for organizations seeking reliability, innovation and transformational outcomes. Learn more at gainwelltechnologies.com.

