



Unlock the Full Potential of COB Data

CAQH and UPMC

June 18, 2024

2:00 – 3:00pm ET

Today's Presenters



Jason Moseley
Sr. Manager,
Solution Consulting & Design
CAQH



Shannon Turner
Manager, COB
UPMC

CAQH: Our Value to the Industry

We offer the most comprehensive provider and member data in the US and are trusted by stakeholders from across the healthcare ecosystem to make healthcare work better.



Streamline the Experience

Reduce administrative burden with one-stop for managing the provider data lifecycle and coordination of benefits.



Optimize Health Plan Operations

Share accurate, timely data to maximize key business operations, like credentialing, directory management and coordination of benefits.



Reduce Industry Costs

Provide healthcare business data and automation insights that save time, cut costs, and boost administrative efficiency for all.



Keep Care at the Center

Simplify the business-side of healthcare so providers and patients can spend more time focused on health outcomes.

Solutions and Services:

CAQH Insights

tracks opportunities to improve healthcare administrative practices.

CAQH Solutions

leverage data insights and technology to reduce costs and optimize healthcare operations.

CAQH CORE

drives interoperability requirements to streamline the business of healthcare.

About UPMC Health Plan

UPMC Health Plan

UPMC, a \$21 billion world-renowned health care provider and insurer based in Pittsburgh, PA.

Integrated Delivery Health and Finance System, which allows us to align incentives, deliver better care, reduce costs, and improve the health of the communities we serve.

Our local provider network includes UPMC as well as community providers, totaling more than 140 hospitals and more than 29,000 physicians through Pennsylvania and parts of Ohio, West Virginia, and Maryland.



Today's Agenda

- COB Data Automation, Ingestion, and Curation Best Practices
- Tips to Maintaining COB Data Logic
- The Benefits of Implementing Pre-pay Claims Processing Business Rules
- Question and Answer

Best Practices: COB Data Automation, Ingestion, and Curation

Back to Basics: Best Practices for Managing COB Data

How do you keep third party liability data in sync across multiple adjudication platforms?

Build an enterprise repository of TPL data that can disseminate records to the proper claim adjudication platform, subsidiary, or vendor based on eligibility and benefits.

How do you reduce vendor spend and increase data quality?

Set up a hierarchical ingestion process to get the highest value data for the lowest cost

How do you prevent unvalidated TPL data from overwriting records manually curated into your system?

Configure a warranty period for updating manually entered TPL records based on unvalidated TPL sources

UPMC Recommendation: Establish a Vendor File Intake Process



Create a **process that works for your team** to ingest all the vendor files received



Ensure your team is utilizing the **highest quality data** with the least member impact



Build logic to **prevent inaccurate data** from being automatically updated or re-added after review

Tips to Maintaining COB Data Logic

Maintain Logic and Consume Data to Fit Your Organization's Needs



Monitor manual updates to term date values for TPL records incepted from state and vendor TPL files



Don't be afraid to renegotiate with vendors if the data isn't adding value for specific records



UPMC Recommendation: Build a Vendor Scorecard

Example Criteria	Vendor 1	Vendor 2	Vendor 3
Monthly Vendor Cost vs. Savings			
Cost Avoidance/Savings vs. Recoveries			
Member or Provider Inquiries			
Vendor COB Savings Yearly Looks for Medical and Rx			
PMPM Savings by LOB and Full Year Lookback			



The Benefits of Implementing Pre-pay Claims Processing Business Rules

The Importance of Offense vs. Defense



Front load savings where you can and avoid touching claims multiple times



Increase pre-pay cost avoidance because recoveries only get a percentage of claims back not including additional vendor fees to identify recoveries

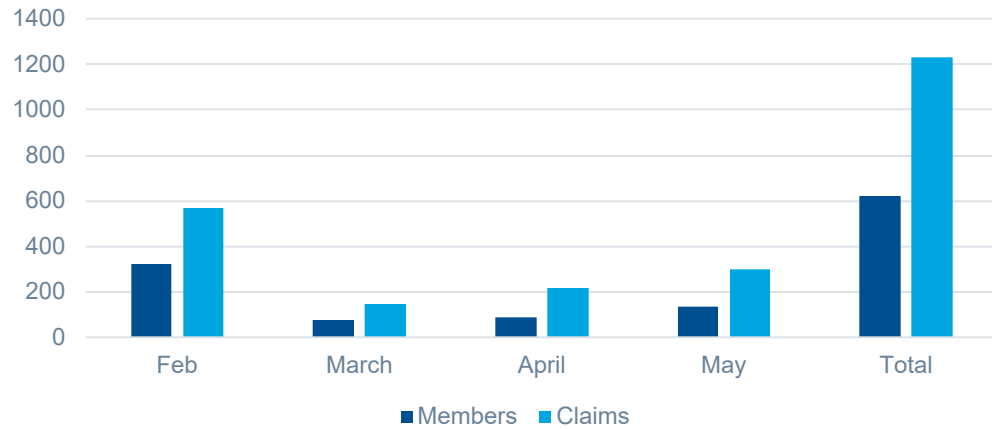


Implement pre-pay business rules for Medicaid members and adhere to Federal pay and chase regulations

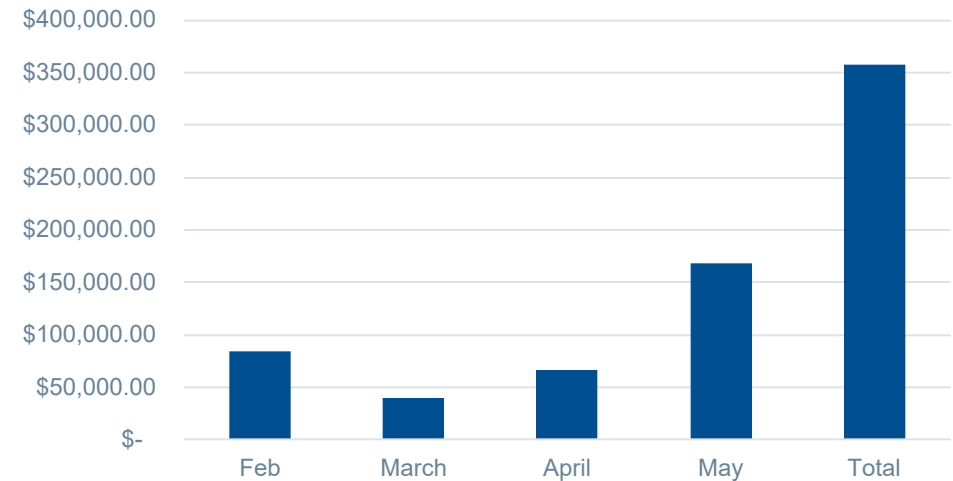


UPMC Recommendation: Evaluate the Strength of Your Pre-pay Process

Vendor Member Data vs. Claims on Monthly Overpayment



Net Retracted



\$358K+

in claims payments have been recovered in 2024 from primary files added from vendors



0.6%

of total vendor savings, demonstrating a strong Cost Avoidance Strategy within the UPMC COB processes

Question and Answer

Questions? Email us at CAQHConnect@caqh.org



Registration Opening Soon!

September 25-27
JW Marriott
Washington, D.C.



Working Together for a Greater Return on Health



Provider Data

Streamlining the provider data lifecycle.



Member Data

Enhancing payment integrity and Medicaid services.



Policy & Research

Shaping health standards and insights for optimal care.



Transformation

Smarter solutions for better outcomes.

By pioneering advancements in healthcare, we're not just enhancing systems; we're fundamentally improving lives. Join us as we explore how proactive action in healthcare not only prevents costly setbacks but also propels us toward a healthier future for all.



Thank You!