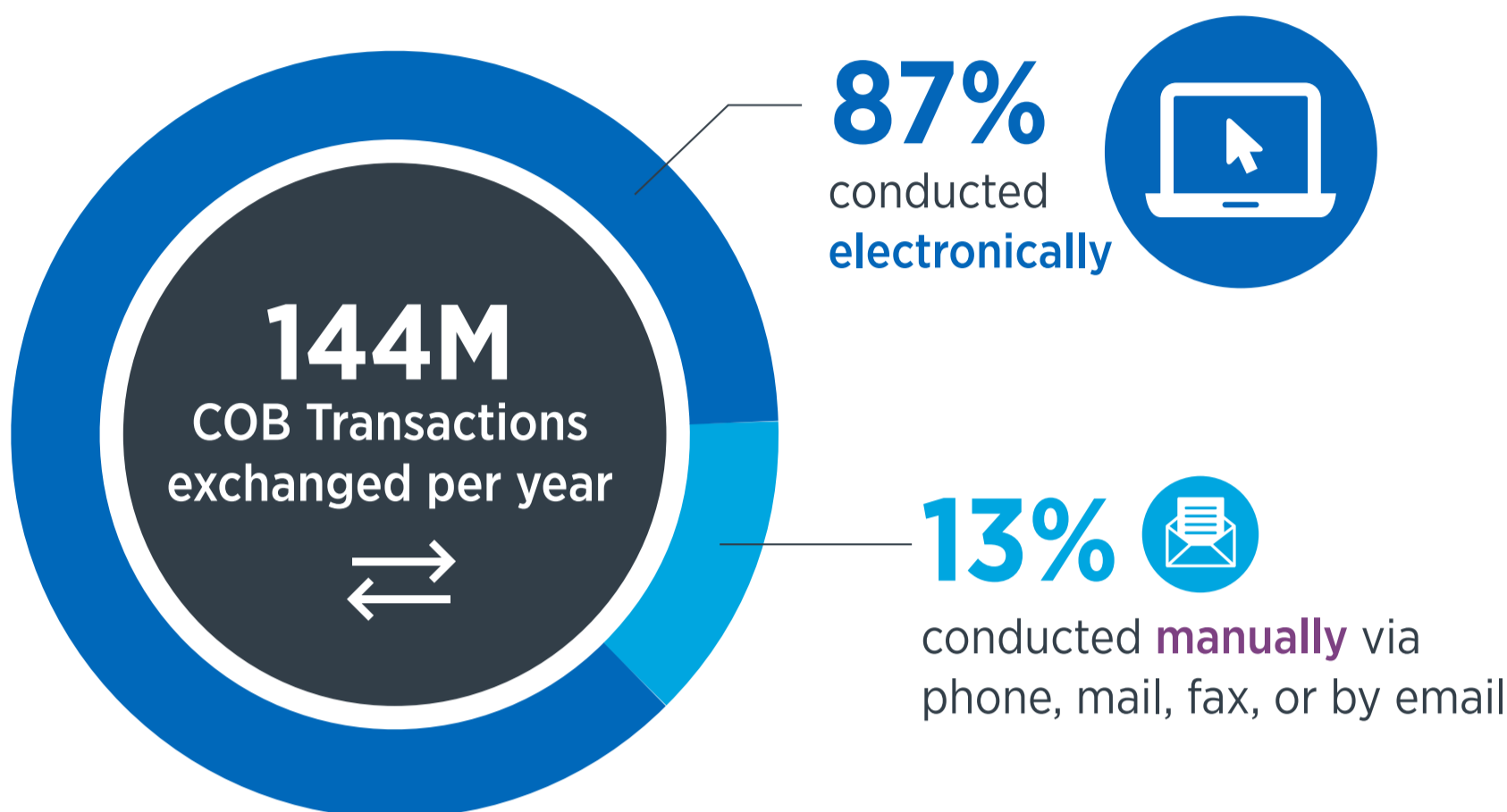


# Industry Survey Identifies 3 Trends That Highlight Opportunities to Improve Payment Integrity

Inefficiencies in coordination of benefits (COB) affect health plans and their members. Plans have improved their approach in recent years but the costs associated with recovery are still significant.

A survey completed by CAQH identified insights into current COB programs, illustrating opportunities to improve payment integrity strategies and the member experience.

Health plans should aim to reduce manual transactions even further



Retrospective COB is costly and time-consuming



**\$3.68**

Average cost of COB related customer service calls

**\$0.65**



Average cost of a member canvassing letter



**11 min.**

Average time health plans spend per customer service call

Recovery efforts are costly and have low success rates

**9**

Average number of claims health plans submit per member per year



**\$284**

Average cost per claim

**16%**

Percentage that health plans recover of total dollars spent on COB-related claims



**\$6.13**

Average cost to recover per claim (including offsetting a claim if a provider sends a refund check)

## Our Recommendation:

Add a prospective payment integrity strategy to reduce post-pay recovery



Use health plan coverage data to identify overlap and primacy with 99% accuracy



Reduce reliance on member-provided information



Pay the claim correctly the first time



Reduce admin spend on member outreach tactics and customer service calls.

Source: <https://www.caqh.org/sites/default/files/explorations/index/2021-caqh-index.pdf>