Cognizant Digital Operations

Cognizant Optima MedWise™

Improve your workers’ compensation loss ratio with better medical benefits control.

Optimize your decisions using evidence-based treatment guidelines

ARE INCREASES IN MEDICAL BENEFITS PAYMENTS EATING INTO YOUR UNDERWRITING PROFITABILITY?

In the US, figures from the National Council on Compensation Insurance show that while total workers compensation benefit payments have increased by 16% since 2003, those related to medical costs have gone up by 22%. Consequently, medical costs today account for around 60% of total workers’ compensation benefits, compared to about 40% twenty years ago. There are undoubtedly good reasons for this: many innovative and more effective forms of treatment may be costlier than predecessors, for example.

Whatever the cause, the fact remains that workers’ compensation medical costs are rising faster than the medical consumer price index. The rise in medical claims payments can cut into your already limited margins, posing a challenge for the sustainability of your business and for the workers’ compensation insurance industry in general.

Hence, it is more important than ever to eliminate non-essential and non-compensable medical services. While your business has a duty to provide injured workers with the most appropriate care possible, it cannot afford to carry the cost of unnecessary or ineffective treatment or cases of medical fraud. The question is: how do you weed these out from the appropriate ones?

After all, your claims examiners are not clinical experts. And the volume of information they have to absorb is immense. Asking them to make decisions using clinical evidence they do not fully understand can result in approval of unnecessary and unrelated services. But what if you had a way of automatically comparing individual claims to a massive knowledge base of existing criteria, in order to flag treatment that deviates from the norm? And what if dedicated clinical experts could then review those suspect cases before you take action?

Cognizant Optima MedWise™ is designed to help insurers systematically identify and eliminate non-essential and non-compensable medical services. By integrating evidence-based treatment guidelines with sophisticated analytics, it enables claims examiners to make informed decisions, while also allowing clinical experts to focus on the most complex cases. This dual approach not only helps to reduce costs, but also enhances the overall quality of care for injured workers.
What if you could save up to $7 out of every $100 that you pay in medical benefits, without affecting patient outcomes?

To address these rising issues and costs, we developed the Cognizant OptimaMedWise™ Solution. Cognizant Optima MedWise is a software platform with clinical services delivered by registered nurses. It comes with full integration and staff training. You can choose to deploy it in house or have it hosted on private or public cloud infrastructure. You can be up and running within four months.

Reduce your claims leakage
With Cognizant Optima MedWise, all your medical bills and records get reviewed and screened against established criteria. Our medical experts review those that do not conform to the norm. And they will tell you which claims and conditions you should question, saving unnecessary expense.

Get on top of outlier claims
Right now you are paying over the odds on many claims. But you don’t know which ones. Cognizant Optima MedWise looks out for inconsistent data and keywords that should trigger a review.

Pre-define treatment plans
Cognizant Optima MedWise includes a knowledge base of almost all standard treatments, including those specified by Official Disability Guidelines (ODG), American College of Occupational and Environmental Medicine (ACOEM), and state-specific guidelines. This allows you to establish an anticipated treatment plan for every claim and update and modify it as needed, and provides an evidence-based guide which claim examiners can leverage in making decisions.

Gain a 360° view of claims
Cognizant Optima MedWise doesn’t just help you with claims reviews, but gives you a holistic view of each claim, with details about treatment plans, current status, payment and medical histories, and so on.

Get a treatment plan engine
The heart of Cognizant Optima MedWise is a treatment plan engine that gives you:

- The ability for your claims examiners to gain support from experienced clinicians on every claim, something that is unique in the industry.
- Immediate processing of non-objectionable medical bills, so payments are not held up.
- Help in gating medical bills that are non-compliant and need intervention.
- A full view of claims, diagnoses, bills, treatments, physicians, and more.
- Dynamic data sets that you can query for reporting purposes.
- Support for plan maintenance collaboration and workflows.
- Capacity to deal with multiple treatment plans per claim.

The treatment plan engine creates standard templates for bill review and uses evidence-based guidelines to enable you to make objective decisions.
Benefit from many features

Key features of Cognizant Optima MedWise include:

• Configurable business rules to auto-approve simple bills.
• A configurable output mechanism for easy integration.
• Full analytics and a dashboard-based user interface.
• Manual intervention in case of exceptions.
• A 360º overview of claims.
• A tiered review process.

Set up treatment plans
Know in advance what each treatment plan should look like, from first report of injury, thanks to Cognizant Optima MedWise knowledge base, which is derived from ODG, American College of Occupational and Environmental Medicine, and state-specific guidelines.

Flag inconsistent activity
Cognizant Optima MedWise checks that all medical bills are consistent with approved treatment plans...and tells you if they are not.

Maintain and update plans
Any exceptions are automatically reflected in treatment plan case notes, minimizing the need for manual intervention.

See everything in one place
The complete view of each case that you get with Cognizant Optima MedWise includes current treatment plans, prior versions, medical bills approved, clinical histories and more.

Auto-approve correct bills
You don’t want to hold up bills for services that are going according to plan. So Cognizant Optima MedWise automatically processes bills that conform to each treatment plan.

View operational reports
As you would expect, Cognizant Optima MedWise gives you full business activity monitoring through established reports.

Join market leaders
Cognizant Optima MedWise is already being used to stem claims leakage across the industry. In the case of one leading insurance group, Cognizant Optima MedWise is expected to yield year-on-year savings of almost $20 million.

Gain commercial flexibility
We know your core challenge is to maintain profitability, so Cognizant Optima MedWise comes with a flexible commercial offering based on workflow volumes and designed to minimize upfront costs, so you can pay for the benefits from the savings you make.
Cognizant Optima MedWise™ in action

Client challenge
A top-five workers’ compensation carrier was looking to set itself apart from the competition. The company had already identified leakage of around 7% in its medical spend.

It had robust, self-administered medical management programs in place, but no framework to integrate clinical guidelines.

Our solution
Cognizant took just four months to implement Optima MedWise. The process included onboarding of more than 100 registered nurses.

Business outcome
- The company saved more than $50 million in its first year of Optima MedWise operations, a twenty-fold return on investment.
- 40% auto approval rate of medical bills
- 22% of billed charges identified as potential leakage from unnecessary, unrelated or excessive medical services
- Up to 50% on claims open five or more years
- More than 30% on California claims

Business advantages in brief
Enjoy greater control over medical payments

When you switch to Cognizant Optima MedWise you get:
- A clinical review by a licensed registered nurse of all treatment plan and medical bill exceptions.
- Increased opportunities for meaningful collaboration between claim examiners and nurse case managers.
- The application of all billed medical services to an established treatment plan.
- A complete view of each injured worker’s progression of medical care.
- Systemic identification of unrelated, pre-existing, and co-morbid conditions.
- An evidence-based treatment plan for every case.
- Auto-approval of most medical bills.

Let’s get started
As a first step in your journey towards better medical claims payment management, contact us now at OptimaMedWise@Cognizant.com.

*Optima MedWise is not utilization review and is not intended to replace and required review process in any jurisdiction.*
About Cognizant

Cognizant (Nasdaq-100: CTSH) is one of the world’s leading professional services companies, transforming clients’ business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 193 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us @Cognizant.