

WHERE DOES OUR MONEY GO?

What Does It Include?

This is also known as fraud, waste, and abuse or “FWA” if you have studied forensic accounting! PricewaterhouseCoopers studied tens of thousands of medical bills and found that 80% had errors. Many of them were not impactful to the bottom line but with billions of dollars at stake, you would think they would get the billing correct. These errors include such things as mistakes, double billing, and keystroke errors; intentional things like upcoding, unnecessary testing, and unbundling; and in pharma such things as rebates not being passed through or discounts not being given. In short, you are over-paying for insurance, as well as billing errors.

Why Is It Important?

- Since you are paying the bill, who is on your side? Certainly not your current carrier.
- There are savings in all of this: Bills with errors equate to 3%-7% of your Plan dollars which really adds up over time.

What Are We Doing About It?

Now that we know how costly it is in terms of money and time, the question is, “what are we doing about it?”

Let’s take a look at the options by comparing what happens in a status quo carrier-controlled plan vs. a company-controlled plan such as Hero.



Status Quo

Weak Audits

In status quo plans if there are any audits, they are very weak.

High Volume

They process high volumes, so they aren’t interested in individual claims.

Old Technology

Mental health can be very costly because they are episodic and happen over time – it’s not like a surgery that happens once.

Poor Processes

They use very poor processes, resulting in a lot of IT errors, and a lot of human error.

Hero

1 Robust Audits

We don’t auto-adjudicate all these claims, we have real audits.

2 Low Volume

We have much lower volume and can dig into the detail.

3 New Technology

We use much newer technology to process claims. We use AI and machine learning to go in and look at the claims to make sure they are correct.

4 Incentives

We have incentive programs for employees. If you find a problem or suspect something, take a picture of the bill and send it to us. They get 25% of the savings back — so the plan keeps 75% and the employee gets 25% back.

To free yourself from your Carrier-controlled Plan, visit herohealthplans.com