

Context⁴ **Dental Payment Integrity™**

Adjudication Compliance and
Fraud, Waste, and Abuse Detection



THE VALUE OF DENTAL PAYMENT INTEGRITY

The strength of your dental plan's service to your members relies on your focus in determining accurate plan liability. Payment Integrity is the process of making sure a claim is paid per contract terms and without waste, abusive practices or fraudulent intent.

This isn't just calculating the claim correctly. It's about making sure that the claim accurately represents the services rendered. Fraud, waste and abuse is rampant in the U.S. healthcare industry, costing an estimated \$360 billion annually.

Context⁴ Dental Payment Integrity™, part of the **Context⁴ Health Plans Suite™**, combines a deep library of pre-built rules with an array of pre-built analytics and user-driven data extracts. All of this helps you to identify potential FWA situations affecting your dental plan and analyze the data needed to investigate those cases.

Dental FWA costs as much as **\$12.5bn** annually

PRE-PAYMENT SAFEGUARDS

Built under the guidance of our team of certified clinical and health benefits experts, **Context⁴ Dental Payment Integrity™** will let you:

- Gain visibility into suspicious billing and treatment practices at the provider level using our sophisticated rules engine and thousands of pre-built rules.
- Receive actionable insight into the problems identified with options for resolution.
- Use our pre-built analytics to identify provider aberrant utilization patterns within your entire dental plan.
- Use our user-driven data extracts to prepare information needed for analysis and follow-up.

ANALYTICS AND EXTRACTS

Identifying aberrant billing patterns across your entire book of business is vital for safeguarding that plan. That's why **Context⁴ Dental Payment Integrity™** also includes dozens of pre-built reports and data extracts. Your auditors and investigators will use these to help identify potential cases to pursue. The reports will get them started, and the data extracts will enable them to do what they do best: dig deep.

Here are the types of reports and extracts that are included:

- Most frequent radiographs by age range
- Most frequent scaling/root planing
- Provider watch list
- Provider specialty drill down

Each report has a data extract component, including provider specialty selections.

CONSTANT VIGILANCE AND INTELLIGENCE

We watch what's happening in the industry like a hawk. We know that new FWA patterns emerge almost daily. That's why we have a dedicated FWA research team constantly looking for new patterns. We analyze billions of new claim charges over the course of a year. In doing so, we frequently identify emerging aberrant provider billing patterns. Our experts analyze this data to determine the FWA potential of these patterns.

The result is our **Context⁴ Dental Payment Integrity™** solution being updated *weekly*, so your dental plan is guarded. This allows our customers to always have the latest logic for detecting FWA situations.

We analyze billions of new claim charges each year to identify **emerging FWA** patterns.

MEDICAL PAYMENT INTEGRITY TOO!

Medical FWA is on the rise, and if you offer a combined medical and dental benefits plan, your plan is at significant risk. There are actually training programs for dentists on how to maximize their reimbursement through multiple billings, such as billing the medical and dental plans for the same service. Your medical plan isn't safe.

Context⁴ Medical Payment Integrity™ is an integrated, modular solution within the **Context⁴ Health Plans Suite™**. It contains a full suite of rules, analytics, and data extracts designed to safeguard your medical plans.

Only the **Context⁴ Health Plans Suite™** can look across both your Medical and Dental plan simultaneously, watching both sides in order to keep all your plan assets safe.

ADVANCED SECURITY WITH AMAZON GOV CLOUD

For the highest level of security available on the market, the **Context⁴ Health Plans Suite™** is deployed in the Amazon Web Services (AWS) GovCloud region. This is the same region used by the federal government for highly secure cloud deployment.

With delivery through a software-as-a-service (SaaS) model, the Context solution is easy to implement, and there's nothing to maintain. Just send us your claims and we return real-time, actionable results.



EFFORTLESS IMPLEMENTATION

The **Context⁴ Health Plans Suite™** uses a RESTful web service to communicate in real-time with your system, examining each claim as you process it. Any system that can call the service and exchange information using XML is easy to plug in.

Should your processing workflow demand a batch process instead of real time, the Context solution can meet your needs as well. Our batch process is designed to examine the claims in the batch immediately when we receive them from you. We'll pass a batch of results back to you within minutes, so your system can consume our findings and take action immediately.

ACT NOW TO GUARD YOUR PLAN



Don't let another day go by without your dental plan being safeguarded by **Context⁴ Dental Payment IntegrityTM**.

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