

# CASE STUDY: Multi-State Health Plan

## Uncovering errors and overpayments on high-cost claims

A large commercial health insurance carrier interested in supplementing its existing payment integrity program retained Valenz® Health to drive additional savings by uncovering errors and overpayments across high-dollar in-network claims. See the results:

### Challenge

Facing a growing trend of high-cost claims, this multi-state health plan sought a partner with specialized capabilities to wrap around its payment integrity team and capabilities. The plan required expert clinical review supported by AI to ensure appropriate reimbursements and significantly reduce in-network expenses associated with complex high-dollar claims.

### The Valenz Solution

Valenz deployed its Full Claim Review Solution, providing a line-item bill review by a nurse or physician that included DRG coding and clinical validation review, QPA review and analysis, usual and customary charge review, and more – all within an integrated, single solution.

### Results

Valenz reviewed 3,103 claims in 2023 representing \$1.24 billion in allowed charges. The results: \$120 million savings in addition to network savings – a \$40,000 average savings per claim.

### Program Expansion

Based on these results, the health plan is expanding bill review services with Valenz, leveraging the unique provider negotiation with signoff solution.

The Valenz Full Claim Review Solution typically averages an additional 30% savings over contracted network discounts, with signoff success rates averaging 70% and less than 5% of reviews without signoff are overturned by providers.

### About Our Full Claim Review Solution

By leveraging data across the life of a claim, our Full Claim Review Solution validates that care was medically necessary, provided by credentialed providers and accurately aligned with contracted requirements before applying our detailed claim review. Our solution, supported by AI and expert coding and clinical review teams, is integrated with the Valenz platform to simplify healthcare. We execute across the entire patient journey – from care navigation and management to payment integrity, risk solutions and provider validation – to elevate expectations to a new level of efficiency, effectiveness and transparency. With Valenz, smarter, better, faster healthcare is possible.

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