

# Multistate 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 Vālenz Health® to drive additional savings by uncovering errors and overpayments across high-dollar in-network claims.

## Challenge

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

## The Solution

The Valenz Clinical Bill Review solution was deployed, providing a line-item bill review by a nurse or physician that included diagnosis-related group (DRG) coding and clinical validation review, qualifying payment amount (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 in savings in addition to network savings – a \$40,000 average savings per claim.

## Program Expansion

Based on these results, the health plan is expanding its review services with Valenz, leveraging the unique provider negotiation with a sign-off solution.

The Clinical Bill Review solution typically averages an additional 30% savings over contracted network discounts, with sign-off success rates averaging 70% and less than 1% of reviews are appealed by providers.



## About Valenz Clinical Bill Review

By leveraging data across the life of a claim, Clinical Bill Review, supported by AI and expert coding and clinical review teams, validates that care was medically necessary, provided by credentialed providers, and accurately aligned with contracted requirements before applying our detailed claim review. With our fully integrated platform of innovative solutions, Valenz executes across the entire patient journey — from care navigation and management to payment integrity, plan performance, and provider verification.

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Contact us today to learn at  
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