Apixio

Client Spotlight

See how one of the nation's largest health plan transformed their payment integrity program and realized more than $1 billion in cost avoidance.

"Our partnership with Apixio has led to substantial improvements within our payment integrity program. Their flexible services and transparent platform allow us to have control of the process, while still enjoying their expert team's support. As a result, we have realized considerable cost avoidance without increasing our time-to-payment, which keeps provider abrasion low."

Challenge

A health plan covering 17MM lives needed to increase visibility and transition to an insourced pre-payment platform from an outsourced program and outdated system that caused extended review times, high administrative waste, inaccurate claim payments, and provider abrasion.

Solution

In January 2019, the plan began its partnership with Apixio and implemented a tech-forward engagement model combining an insourced SaaS platform with outsourced support to streamline itemized bill and clinical/DRG reviews. Apixio's AI-driven platform allows flexibility in use to solve complex challenges with market leading efficiency, resulting in improved pre-payment accuracy and turnaround times. The plan outsourced segments of their business utilizing Apixio experts while shifting other segments to be performed by internal health plan resources. Apixio's platform provided the flexibility for the plan to utilize scalable technology to meet the program's payment integrity objectives.

Impact

Over the four years of collaboration with Apixio, the plan's configurable model has yielded significant improvements in efficiency, accuracy, and turnaround times, which allowed for greater ROI and savings, enhanced provider relations, and reduced administrative waste.

- ~$400+ million average in annual cost avoidance.
- Efficient claim reviews with pay/pend determination in <0.5 second.
- Minimal provider abrasion, with 99.3% of all reviews approved.
- Value added through Apixio's claim selection analytics and robust content/policy library.

About Us

Apixio is the Connected Care Platform at the intersection of health plans and providers. Our actionable AI technology, flexible services, and seamless workflows power accurate payments and high-quality patient care so healthcare organizations can thrive as the industry moves toward value-based reimbursement models.