




Intelligent Automation

How UPHP is leveraging their robotic claims examiner to save time and increase efficiency





PLEXISTM
HEALTHCARE SYSTEMS



MATT STENSON

VP Client Success, PLEXIS
Healthcare Systems



EMPOWERING THE BUSINESS OF HEALTHCARE

PLEXIS & HCIM

Long term partnership

- Strategic partners since 2011
- SymKey for PLEXIS CLAIMS MANAGER released in 2013
- SymKey for QC now available
- Proud Sponsor at all PLEXIS Connect User Conferences

Meet the HCIM Team



MICHELLE GRASKA

Director, Marketing &
Corporate Events



WAYNE JOHNSON

Senior Director, Business
Development &
Professional Solutions



TOM STREETER

Senior VP,
Product Solutions
Co-Founder

What HCIM Does



HCIM's products and services optimize the healthcare claims operations of payers and managed care organizations. Our approach is to use the most time and cost-effective solutions that will provide quality claims processing, resulting in minimal disruption to the claims and IT departments.

Products



SymKey

SymKey uses IntelliRPA® robotic automation to process claims more efficiently through programmed artificial intelligence. Anything a claims examiner can do, SymKey can do faster and with 100% accuracy, allowing your staff to focus on more complex tasks.



Custom Development

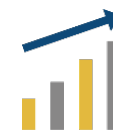
Our team of expert developers create custom test plans, databases, reports (Crystal Reports and SQL Server), third-party integrations, technical documentation, and more. We offer ongoing training and support.

Services



Strategic Consulting

Our team of healthcare executives support organizational transformation through value-based care, population health, network management, regulatory compliance, risk adjustments, data analytics, optimizing operations and claims management.



Claims System Services

Our claims operations veterans provide comprehensive claims system support, including everything from system selection to implementation, configuration, upgrades, and conversions. We offer fee schedule updates, data analytics, and custom reporting.

Meet the UPHP Team

KYLAH ST. AUBIN

IT Business Systems
Analyst, UPHP

MINDI GARROW

Claims Processing
Manager, UPHP

KATIE QUINNELL

Claims Systems
Manager, UPHP

Based in Marquette, MI, Upper Peninsula Health Plan (UPHP) is a managed care and provider service organization that has been serving residents of the Upper Peninsula for more than 20 years. We provide health coverage for individuals enrolled in Medicaid, the Healthy Michigan Plan, MIChild, Children's Special Health Care Services, MI Health Link, and Medicare Advantage. But we are more than just health insurance. In addition to serving our members, we support our community at large by partnering with providers, employers, and community groups who share in our passion for building a healthier Upper Peninsula.



About UPHP Operations

Total Membership over **59k**

Split of membership by line of business:

54k	4,800	600
Medicaid	Dual	Med Ad

Volume of claims per month: **75k**

15% of claims are touched by SymKey



How UPHP Is Using SymKey

SymKey implementation was in December 2019

Currently have **23** scenarios running in production

- 8 Professional
- 15 Institutional

Productivity report data: Unique claims seen



On track to exceed 2021 based on current average. Projected to exceed **128k** in 2022.



Scenario Examples

- Medicaid behavioral health repricing
- Duplicate claims (exact)
- MiHealthLink RHC
- Primary insurance review





Automating Reprocessing Projects

Reprocessed over 4,500 claims

in 2021 due to delayed fee schedule updates

Claim Reprocessing queries completed this project

in just over **1 month**

This would have taken

3+ dedicated full time claims examiners



Reprocessed over 6,800 claims

in 2022 due to a change in attending provider requirements

5,000 of the claims were processed through queries that fully negate and reenter all claim lines

1,800 of the claims were processed through Reenter Lines Already Negated query

This would have taken **2+ dedicated full time claims examiners**

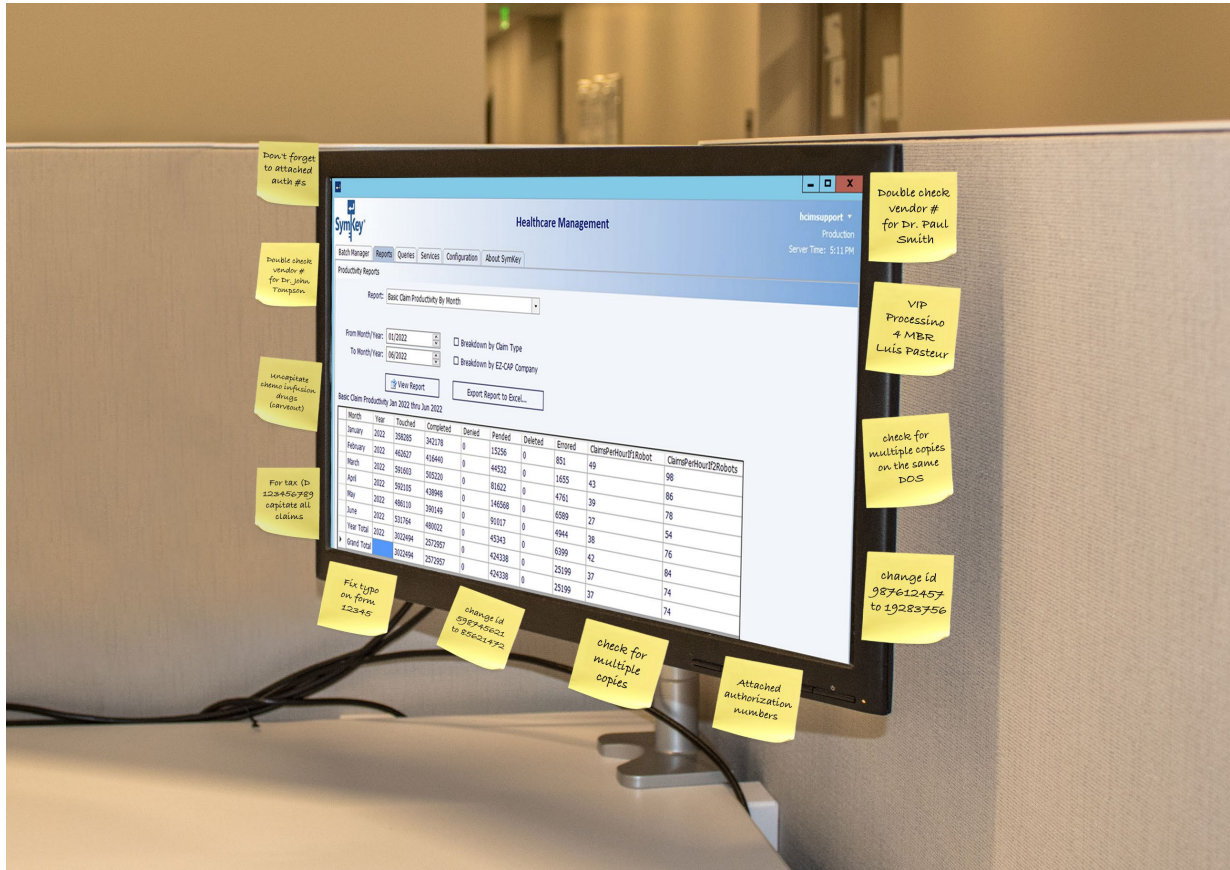


The Impact of SymKey

- Saves time
- Examiners can focus on more complex tasks
- Manage inventory and don't fall behind, avoid back log



Virtual Claims Processor



- ✔ Can work 24x7
- ✔ 6-8x faster than manual processing
- ✔ Accurate and consistent
- ✔ Team player
- ✔ Agile learner
- ✔ Problem solver
- ✔ Highly organized
- ✔ Never calls in sick
- ✔ Doesn't complain about boring work
- ✔ Averages 150+ claims per hour

SymKey Features



Automatic

SymKey robot(s) run unattended and can be scheduled to run up to 24/7, improving turnaround times and increasing accuracy



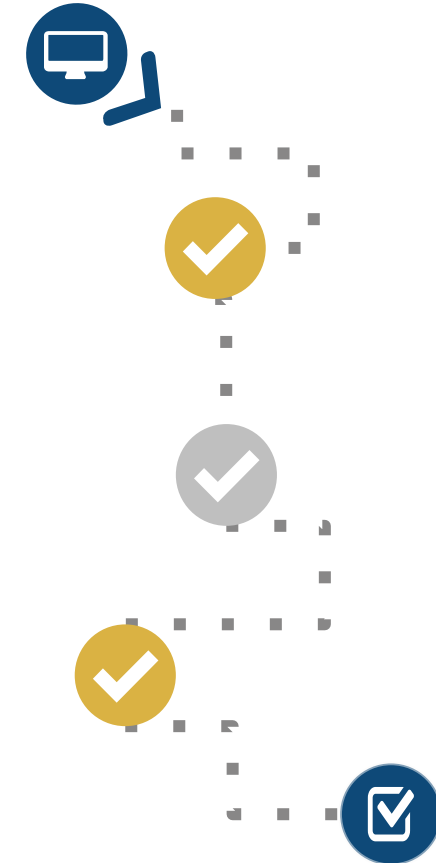
Flexible

Users can define manual processes, customize, and make updates as business needs change, allowing your staff to focus on more analytical tasks



Auditability

SymKey logs all actions processed for comprehensive reporting



SymKey for PCM Automated Workflows



Example business scenarios:

DUPLICATE CLAIM LOGIC

Manage duplicate claims for review and/or denial



PRICE OR CALCULATE

Price or calculate benefits or contract terms through an external pricer

REPROCESS CLAIMS

Process retroactive Medicare, contracting, or other fee schedule changes



PROVIDER OR VENDOR CORRECTIONS

Correct a group of claims for a provider with an incorrect vendor or servicing provider

DENY CLAIMS

Deny claims or claim lines for services outside delegated responsibility and forward to health plan and/or tertiary network



REFERRAL/AUTHORIZATION UPDATES

Re-adjudicate claims after the referral/authorization is mapped

EXCEPTION/OUTLIER CLAIMS

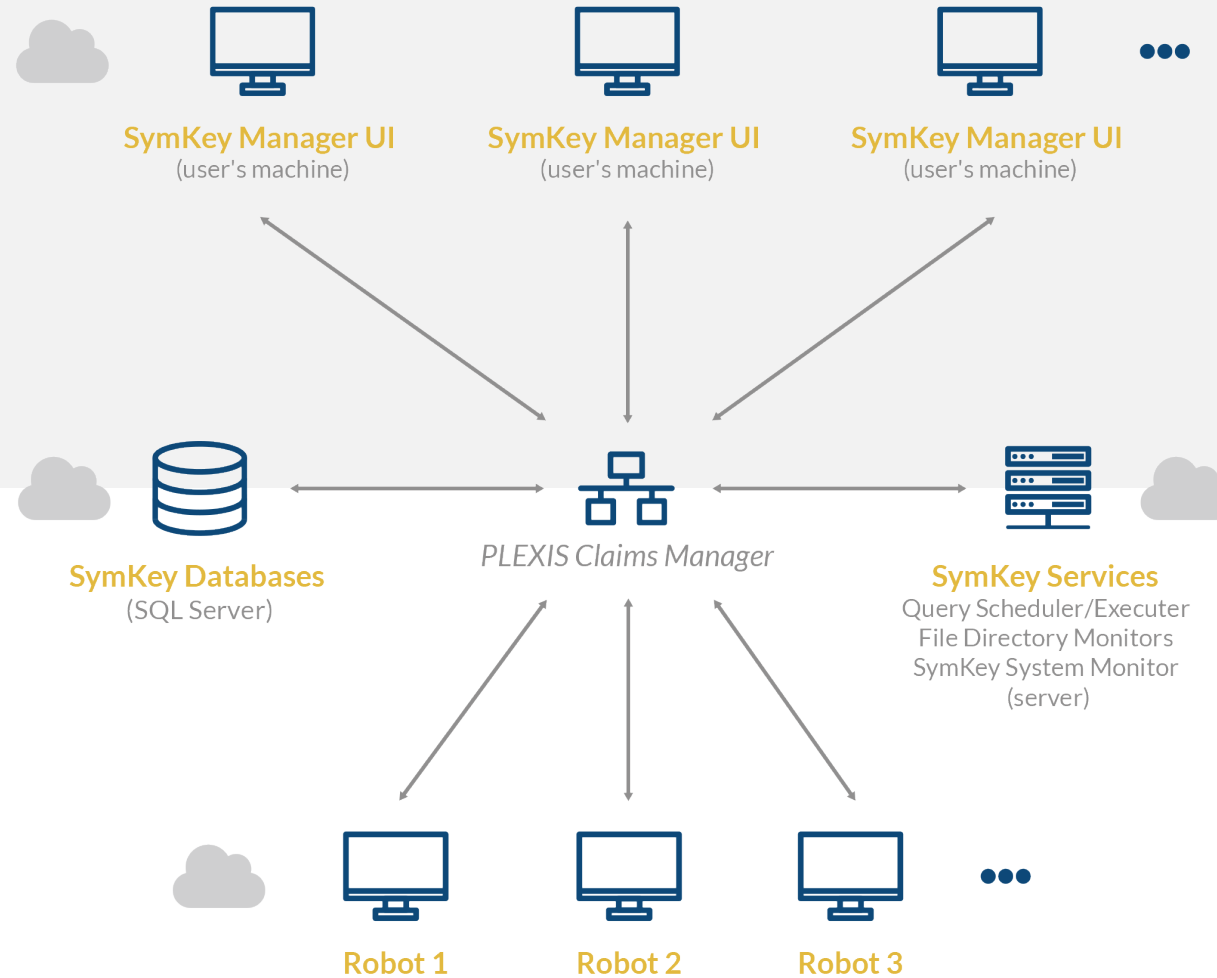
Evaluate when copay and coinsurance is no longer being deducted for 10-month DME



SPECIAL PROVIDER CONTRACTS

Calculate pricing and withhold, override benefit paid and withhold, enter EOB code and set status

SymKey Architecture





Product Demo



Recycle Bin



Plexis Claims
Manager ...



SymKey Integrations



SymKey is compatible with many of the industry's leading claims audit and recovery tools.

01

PCM

Source of Claims Data
for VE



02

Virtual Examiner (VE)

Billing Code Editor FWA Detection

Cost Containment

Compliance with CMS claims guidelines



03

SymKey

Automates Manual Claims
Adjudication

Automates Application of
VE Edits



Q & A

Contact for More Information



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