SymKey® uses IntelliRPA® technology to automate manual workflows at speeds 6-8x faster than a claims examiner. SymKey robots can run 24/7, with 100% accuracy, consistently applying the user's business rules to improve quality and decrease turnaround times. This flexible tool is a virtual claims examiner and works entirely through the front-end of the claims platform and can touch and edit virtually any field.

SymKey® for PCM

SymKey® Features

Automatic

SymKey robot(s) run unattended and can be scheduled to 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® Automated Workflows

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

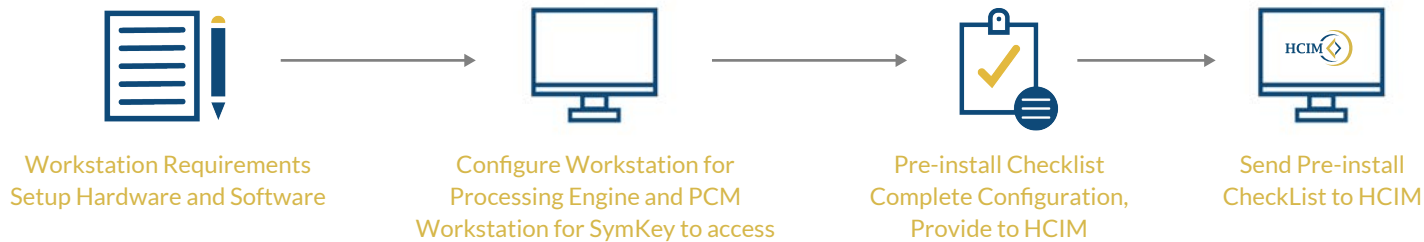Evaluate when copay and coinsurance is no longer being deducted for 10-month DME

SPECIAL PROVIDER CONTRACTS

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

HCIM

SymKey® Manager and Processing Engine Setup

Workstation Requirements, Pre-Install Checklist

Workstation Requirements
Setup Hardware and Software

→

Configure Workstation for
Processing Engine and PCM
Workstation for SymKey to access

→

Pre-install Checklist
Complete Configuration,
Provide to HCIM

→

Send Pre-install
CheckList to HCIM

Client Testimonial

UPHP
UPPER PENINSULA HEALTH PLAN

Based in Marquette, MI, Upper Peninsula Health Plan (UPHP) is a managed care and provider service organization serving Medicaid, dual, and Med Ad members.

"Knowing that we have SymKey for reprocessing projects is a relief because, without SymKey, reprocessing a bulk volume of claims while maintaining a current inventory can feel quite overwhelming."
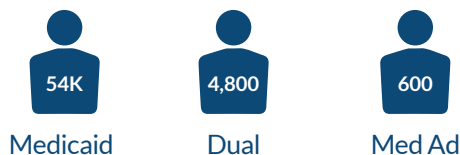
Katie Cornell, Claims System Manager

About UPHP Operations

Total Membership:
59K

Membership by line of business:

54K
Medicaid

4,800
Dual

600
Med Ad

Claims touched by SymKey:
15%

Monthly Claims Volume:
75K

Example Scenarios:

Behavioral Health Repricing
SymKey reviews members age at the date of service and reprices if the member is <21.435 claims per week.

Complex Reimbursements
SymKey recalculates coinsurance from charges vs contracted amount. Removes coinsurance on preventative services. 150 claims per week.

Primary Insurance Review
SymKey reviews COB pends to determine if active medical policy on date of service. The robot will deny for primary coverage, listing primary policy information for the provider. 175 claims per week.

HCIM