

# What Makes ClaimDOC Unique?

## 10 Reasons to Explore a Relationship with ClaimDOC

Finding the right partners in the emerging field of value-based pricing can be difficult. Inexpensive models often come with liability gaps, while pricier vendors bridge gaps yet fail on service expectations. ClaimDOC, a leader in the pursuit of fair payments for self-funded health plans, is setting a new standard. Here are 10 reasons why...

- 1 COMPREHENSIVE.** Our claim audits are completed by licensed healthcare professionals. We're on the lookout for everything – from billing errors to medical appropriateness and egregious pricing.
- 2 CONNECTED.** The ClaimDOC implementation process is quick and painless, thanks to our seamless electronic data interchange (EDI) connectivity to top third-party administrator (TPA) partners.
- 3 FLEXIBLE.** Clients have multiple options, each with rate caps:  
A) Post-claim auditing and advocacy; B) Pre-claim negotiation, claim auditing and advocacy; C) Claim-specific auditing and advocacy.
- 4 DIRECT.** Our expert staff negotiates claims and direct-to-employer agreements to enhance member experience
- 5 MEMBER-CENTRIC.** Individual 800 #s connect employee members with advocacy and support tailored to employer specifications.
- 6 AN HR EXEC'S BEST FRIEND.** ClaimDOC communication and campaigns make life easier for HR. Podcasts, printed materials, even boots on the ground, show members the value of their health plans.
- 7 BALANCE BILL EXPERTS.** Our staff knows what it takes to execute, for both provider claims (HCFA) and facility bills (universal bills).
- 8 APPEAL ADVOCATES.** As co-fiduciary to the health plan, ClaimDOC handles the appeal process according to ERISA and the plan document language.
- 9 STOP LOSS SPECIALISTS.** ClaimDOC fees for stop loss are included in the specific and aggregate deductibles. Many carriers also extend the contract basis to allow for the most effective mitigation of disputed or appealed claims.
- 10 TOUGH DEFENDERS.** In the rare circumstance of a lawsuit, ClaimDOC provides an expert legal defense team to take claims to settlement or through the legal process.

*“ClaimDOC’s approach to building relationships with both providers and members has set them apart from the competition. Most importantly to us, reinsurers that understand their model apply large discounts”*

- Kent Thomas  
Carolina Health Alliance America

## DISCOVER THE DIFFERENCE

Typically, the largest expense for companies after paying their employees is taking care of them.

With ClaimDOC in the mix, employers realize the benefits of a self-funded health plan faster and in a more meaningful way. Our team of experts function as co-fiduciary, prioritizing employee trust and advocacy to ensure a plan's long-term success.

There are many vendors operating in today's explosive value-based pricing marketplace, but only one that provides the flexibility, care and expertise to transform self-funded plans from good to great. Take a look below to see how ClaimDOC compares to six of our closest competitors.

*"ClaimDOC has done exactly what they said they would do, which is unique. They are talented people who don't shy away from tough situations"*

- Chris Charron

BenefitDesign Consultants Houston, TX

## CLAIMDOC VS. "THE OTHER GUYS"

	ClaimDOC	1	2	3	4	5	6
Litigation Defense	✓	✓					
Patient Contracts @ Pre-cert	✓	✓	✓	✓	✓		
Line-by-Line Audit	✓	✓*					
Co-fiduciary	✓	✓					
UB Balance Bill Defense	✓	✓	Hourly Fee				
HCFA Balance Bill Defense	✓		Hourly Fee				
Direct Contracting Team	✓						✓
PEPM			✓	✓	✓	✓	✓
Fee Caps	✓					✓	
Dedicated Advocacy Team	✓						

\*Only for UB - Facility Bills

