



MultiPlan Negotiation Services

Imagine Significant—and Member Friendly—Savings on Out-of-Network Claims

With MultiPlan Negotiation Services, you can save an average of 21–45% on out-of-network charges with no effort required on your part and no balance billing of your members. Our team of negotiators contacts providers to reach a mutually agreeable discount on billed charges that can't be reduced through a network contract. Providers then sign an agreement confirming the new amount due and that they will not bill health plan members the difference between the original and negotiated charges.

Our success rate ranges between 44-70% of billed charges depending on a number of factors including type of provider, claim type and size.

Negotiation Types

Our negotiation staff works with providers to secure discounts on both UB and HCFA claims with billed charges of \$25 or more, typically after a provider's services are rendered and billed but can also be done before. In addition to negotiating on a claim-by-claim basis, MultiPlan has nearly 30,000 arrangements with non-network providers that allow us to apply a pre-negotiated discount. These standing arrangements are mutually beneficial to our clients and providers — clients realize savings within a day while providers who have agreed to these arrangements avoid the administrative burden of reviewing each claim submitted.

MultiPlan Negotiation Services may also be used for financial management of ongoing treatment, such as dialysis, chemotherapy, and rehabilitative services. Our negotiators are trained to identify features on claims and bills that suggest

continuing treatment is likely to occur, and

can negotiate agreements on the entire episode of care rather than a single claim.

MultiPlan Solutions:

Networks:

- Primary PPO
- Complementary PPO
- Specialty Networks

Non-Network Solutions:

- Negotiation Services
- Medical Reimbursement Analysis
- Network Management

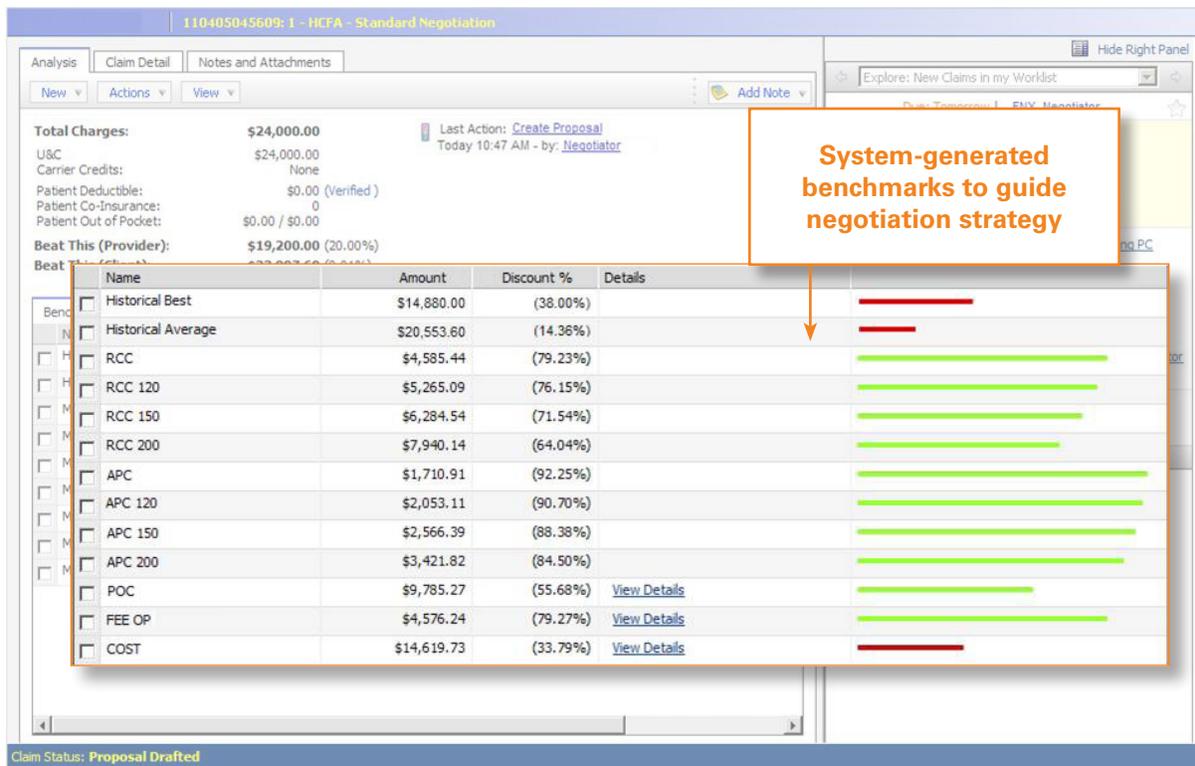
									
00035741081									
Agreement									
To: Patient Accounts Manager		Date: 03/18/2012							
Fax #: (555) 555-5555		Account #: 123456789							
From: Negotiator (555) 555-5555 (Phone)		License #: IA-1046893 (NY State License)							
Patient: Doe, Jane		MultiPlan Claim #: 120101010101							
Service Date(s): 07/06/2011 - 07/13/2011		Payor Claim #: 123456789							
Payor: MultiPlan, Client									
<p>MultiPlan Client (Payor Name) has contracted with MultiPlan to facilitate resolution of the above referenced services due to the Provider being out of network for this claim. This agreement may expedite payment and decrease the Patient's responsibility.</p> <p>(Provider) agrees to accept the Proposed Amount listed below as payment-in-full (less any applicable deductible, co-insurance, or co-payment amounts in addition to non-covered items) for services rendered to this Patient on the following date(s):</p> <table border="1"> <thead> <tr> <th>Date(s) of Service</th> <th>Billed Charges</th> <th>Proposed Amount</th> </tr> </thead> <tbody> <tr> <td>07/06/2011 - 07/13/2011</td> <td>\$1,800.00</td> <td>\$1,116.00</td> </tr> </tbody> </table> <p>By signing this agreement, Provider accepts this Proposed Amount and agrees to reduce the liability of the Patient and Payor. Provider agrees not to bill the Patient, or financially responsible party, for the difference between the Billed Charges and the Proposed Amount. Provider retains the right to bill the Patient (or financially responsible party) for items not covered under the Patient's benefit plan and for any applicable deductibles, co-insurance, or co-payments.</p>				Date(s) of Service	Billed Charges	Proposed Amount	07/06/2011 - 07/13/2011	\$1,800.00	\$1,116.00
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Experience Matters

MultiPlan's Negotiation Services team includes 300 negotiators and support staff, who negotiate approximately one million claims a month, totaling more than \$800 million in charges. Clinicians with detailed knowledge of medical procedures assist in the negotiation process, working with our negotiators to conduct any necessary research and assist in positioning the proposed reduction for optimal success.

We arm our negotiators with powerful technology that offers them easy access to pertinent details on past negotiations, historical savings rates, and proprietary databases that include benchmarks to support negotiation strategies on a claim-by-claim basis.



Integrated Solution

MultiPlan Negotiation Services can be used in conjunction with MultiPlan's group health, workers' compensation and auto medical networks. Claims that don't reprice in the networks are automatically routed to Negotiation Services. This integrated solution allows for:

- Efficiency: quick turnaround or more time to negotiate
- Low error rate: claims stay in one shop
- Targeted network development: non-repriced claims prioritized for recruitment

Add MultiPlan Negotiation Services to your healthcare cost management solution and avoid paying the retail cost for out-of-network healthcare claims