



Optima Health called MultiPlan, “not just a vendor, but a collaborative business partner,” delivering “responsive” customer service that ensures “things are taken care of.”

THE CHALLENGE:

Help a regional health insurer win against the largest national competitors by enhancing their provider network, containing out-of-network spending, and strengthening ties with the local health care provider community.

THE TWO-PRONGED SOLUTION:

Offer nationwide network access on par with the largest insurers

MultiPlan’s PHCS Network allows Optima Health to offer more providers in network, in more places than its key competitors—both at home in the mid-Atlantic and across the country. Between improved network access and discounts, MultiPlan gives Optima Health a competitive edge. With 65 percent of MultiPlan’s savings to Optima Health coming from network contracted claims, plan members are insulated from unexpected balance billing.

Contain spending on non-network claims by leveraging data

Keeping out-of-network spending under control is crucial for Optima Health as they compete against national carriers. Data iSight provides Optima with the evidence they need to set a fair reimbursement providers are willing to accept, backing up each reimbursement with an array of claims detailing comparable services performed at similar, local facilities. Because 99 percent of reimbursements made with

Data iSight are accepted by providers, Optima Health can avoid costly negotiations, maintain relationships with local providers and ensure that claims staff can focus on case management and processing claims quickly for their members.



Optima

“immediately realized better results,” with Data iSight.



“With Data iSight in our corner, Optima Health is seeing 99% of reimbursements accepted by providers, as well as 67% average reduction on claims not covered by networks.”

THE RESULTS:

Optima Health is able to compete with the nation’s largest carriers, armed with an expanded network and sophisticated data analytics from MultiPlan. Optima Health insures 450,000 people for commercial individual, commercial employer-sponsored, Medicare Advantage and Medicaid plans, offering superior local network access and quality, cost-effective healthcare to their members. With MultiPlan, Optima Health is continuing to achieve their mission to improve health every day.

MultiPlan’s PHCS Network gives plan members peace of mind that they’ll have doctors in network, at home or on the road. Optima Health called the network, “a must for us.”



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