



GETTING HELP WITH THOSE TOUGH ONES

Hines brings together certified coding experts, Registered Nurses and Physicians, in-house legal counsel and seasoned negotiators who examine challenging claims in round-table sessions. This multi-faceted approach helps determine the optimal approach for each of your Complex Claims. Our team then establishes fair market rates and, if requested, negotiates a secured financial settlement with signed releases from the provider.

OUR COMPLEX CLAIMS UNIT (CCU) BILL REVIEW PROVIDES YOU WITH THE FOLLOWING ADVANTAGES:

- Industry standard edits
- Proprietary system-driven machine-learning edits on hundreds of thousands of coding combinations
- Itemized bill reviews with system-driven rules and edits
- Comparison of line items with medical records
- Transparent reporting
- Once approved, legal, financial, coding, and medical experts coordinate to review and negotiate settlement based on findings

WE PUT DEEP SYSTEM KNOWLEDGE AND YEARS OF EXPERIENCE TO WORK FOR YOUR BENEFIT.

The combination of Hines' care management with Opus MedStrategies' cost containment services assists members in healthcare navigation and aims to get members to the Right Place at the Right Time, for the Right Care, at the Right Cost. We call this new suite of services **Opus360** and it's available as a fully integrated package or as individual products.

For more information, and to explore how we can make Complex Claims Management work for you, contact us:

800-735-1200



OPUS360

Complex Claims Management

hinesassoc.com