

OUT-OF-NETWORK — WE'VE GOT A SOLUTION

At Hines, we know that out-of-network treatment happens and the resulting claims, although small in volume, can have an impact on your bottom line. We put our knowledge and expertise to work so you can effectively manage out-of-control billing, control your healthcare spend, and keep your members safe and happy.

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.

UNDER THE OPUS360 OUT-OF-NETWORK CLAIMS SOLUTION, YOU GET:

- One stop access for PPO routing of out-of-network claims
- We determine the best network strategy by applying our 3-step "Screen, Score and Save" process based on AI algorithms using hundreds of thousands of medical, financial and provider triggers
- Billing edits built directly into the system
- Client-specific thresholds applied to route claims for coding review
- Built-in negotiations on Outpatient and low dollar claims
- High hit rates and industry leading savings
- Backed up with our in-house legal team
- Prompt turnaround
- Transparent reporting
- Nationwide solution

WHAT MAKES US DIFFERENT?

Our ability to achieve success on over 90% of OON claims, virtually eliminating the opportunity for a provider appeal. And when that does happen, our team is there to support you throughout the appeals process.

800-735-1200



OPUS360

Out-of-Network Claims Solutions