

A close-up photograph of a silver stethoscope resting on a white computer keyboard. The stethoscope's chest piece is centered over the 'V' key. The keyboard keys are white with black lettering, and the background is a blurred green.

HEALTHCARE PAYER SOLUTIONS



Capture

- stop searching for information – capture, store and manage paper, email, fax, data, EDI and web in a single location
- reduce data entry costs and improve claim data accuracy by capturing fields from all CMS automatically
- distribute work faster and more accurately by capturing information at the start of the process

New Business



- reduce lead time for new group setup from days to minutes by eliminating manual tasks
- systematically monitor renewals to facilitate increased retention rates
- eliminate manual decision time by automatically identifying exceptions

Claims Management



- automate the management of claims
- integrate with your claims system to provide enhanced control and information
- adapt to evolving business conditions by changing work assignments and authority levels in seconds
- eliminate costly data entry and streamline exception handling



Member & Provider Services

- empower members and providers with on-demand access to claims documentation and case information
- expedite requests from members and providers while improving responses with customized communications
- provide CSRs with real-time access to customer information and seamlessly track and respond to inbound calls
- attract new business with advanced services without increasing costs or compromising the current member experience

Contracting & Credentialing



- access and store primary source verification from sites like OIG and NPDB
- automate the credentialing process while integrating with the UPD sources
- simplify contract administration through proactive reminders and process controls
- reduce administrative tasks and enhance provider relations

Appeals & Grievances



- automate the creation and distribution of appeals correspondence
- adjust work distribution based on urgency and escalate issues to ensure appropriate follow-up
- end-to-end tracking of all case types with deadline and decision making



Measure

- provide real-time dashboard analytics to process owners and executives
- monitor and report on employee metrics to facilitate benchmarking and performance reviews
- manage and track core processes with reminders, notifications and historical audit logs
- enable users to make on-demand changes to their business process

Access



- view all information with a single click
- access content from anywhere – web, tablet (iPad/Android) or phone (iPhone, Windows, Android or BlackBerry)

Integrate



- integrate with claims systems and other core applications without any custom programming
- access content and data directly from core systems including Outlook and other Office products

Create



- automate the creation of member and provider correspondence using template and plan-specific business rules
- manage the distribution for any delivery channel

Create. Connect. Compete.

Kiriworks partners with Health Plans to meet their unique goals and objectives through easy-to-deploy technology solutions. Our consultative approach will define the most effective solution specific to your needs in order to achieve success. The result is an increase in savings, simplified automated processes and a greater ease of compliance.

Create: Develop business processes that simplify interactions and create a positive experience for your members and providers.

Connect: Explore innovative ways technology can spur competitive advantage through mobile workflow, inter-departmental process efficiency and self-service portal solutions to engage members and providers.

Compete: Lead the market by responding quickly to changing business conditions and member demands with a flexible and easy-to-configure solution.

A leader in Enterprise Content Management and Business Process Management, our advanced solutions provide user-friendly, point-and-click configuration tools that enable business owners to quickly modify processes and metrics to fit their specific objectives, creating a key competitive differentiator in the new health insurance environment.

While Kiriworks healthcare payer products are designed to aid in the collection, management and reporting of business content, these products do not relieve users of responsibility to insure compliance with all applicable state and federal regulations and implement procedures to examine and verify for completeness and accuracy of all data and output before its use.



Kiriworks, Inc. is a leading provider of process management solutions and services that optimize and transform today's Healthcare Payer organizations. For over 45 years, industry leading technology and expertise from Kiriworks have increased user productivity, reduced operating costs and improved the customer experience for organizations in the Healthcare Payer, government and manufacturing industries. We understand your business and we challenge you to challenge us. **For more information visit kiriworks.com.**

Milwaukee / Cleveland / St. Louis / Chicago
1-800-242-1777 / kiriworks.com

twitter.com/kiriworks

facebook.com/kiriworks