

Transforming Provider Dispute Resolution with Inovaare's BPaaS Solution at a Top California-Based Health Plan

EXECUTIVE SUMMARY

The customer, committed to operational excellence and provider satisfaction, addressed a backlog of over 3,500 provider dispute cases by partnering with Inovaare. Leveraging Inovaare's Business Process as a Service (BPaaS) solution, which includes deployment of domain-expert staff, the customer reduced their entire open case backlog quickly. This collaboration highlights the customer's and Inovaare's shared commitment to identifying and implementing effective solutions that drive results, enhance efficiency, and strengthen provider relationships.

CHALLENGES

The customer encountered several significant challenges prior to partnering with Inovaare:

- Substantial backlog of over 3,500 post-service contracted provider dispute cases
- High volume of open cases straining operational resources and efficiency
- Potential impact on provider relationships and satisfaction due to the growing backlog
- Complex dispute process requiring meticulous examination and compliance with regulations
- Requirement for experienced professionals to handle the specific demands of the project
- Necessity for streamlined access to critical systems for the project team to ensure smooth onboarding and productivity
- Demand for clear process guidelines to consistently handle various dispute types

CUSTOMER OVERVIEW

This customer is a leading health plan based in California, dedicated to offering high-quality healthcare services. With a focus on member satisfaction and regulatory compliance, the customer sought to improve their provider network operations by reducing backlogs and improving resolution times.



Inovaare's BPaaS solution transformed our provider dispute process, significantly reducing our backlog and enhancing operational efficiency. Their domain-expert staff seamlessly integrated with our team, ensuring high-quality case closures and compliance. We achieved impressive results, thanks to Inovaare's scalable approach.

Manager, A&G

Top Health Plan, California

[Contact Us](#) for a no-obligation, exploratory call on A&G, Provider Dispute and BPaaS Solutions.



INOVAARE'S SOLUTION

Effortless Assimilation: Inovaare's domain experts quickly grasped the customer's complex provider dispute processes and collaborated closely to establish smooth operations.

Experienced Staff Augmentation: Our dedicated team of skilled analysts, auditors and registered nurses, brought valuable expertise in healthcare processes and dispute resolution, working diligently to close cases accurately and efficiently.

Best Practices Implementation: Leveraging our expertise, we implemented best practices to efficiently handle the high volume of cases, providing support to meet productivity expectations.

Compliance and Audit Preparedness: We emphasized adherence to regulatory guidelines, maintaining comprehensive audit trails, and providing detailed reporting to ensure readiness for compliance audits.

Onshore and Offshore Collaboration: We adapted to the customer's evolving needs, demonstrating the ability to handle a substantial backlog of complex cases with a scalable team structure and a combination of onshore and offshore resources for optimal coverage and cost-efficiency.

RESULTS

- Closed their substantial volume of provider dispute cases within the agreed-upon timeframe, resulting in a significant reduction of open cases and an improved, happier provider network.
- Achieved peak productivity of processing a high volume of cases per person per day, surpassing expectations
- Maintained high accuracy, ensuring no cases were reopened due to errors
- Scaled team quickly to handle increased workload, nearly doubling the team size
- Improved operational efficiency through streamlined processes and best practices
- Enhanced compliance and audit readiness by adhering to the highest industry standards and regulations.
- Delivered successful project outcome, showcasing effectiveness of Inovaare's domain-expert staffing solution in addressing complex healthcare challenges