

SECTOR:
Healthcare
Payor

CLIENT:
Large TPA Organization
Listed on NYSE

CHALLENGE:
High-Volume Medical
Bill Review with persis-
tent backlogs

SOLUTION:
High-End professional
staffing experienced in
medical bill review

RESULT:
Expedited completion of
medical reviews adding
streamlined efficiency

>> *Enabling Growth through Global Resources*

One of the largest TPA organization in the country sought an experienced outsourcing partner to resolve the persistent backlogs and significant delays in processing bill reviews across validations and EDI processes. The client's current workflow model resulted in more than 9,000 bills in pending open inventory each business day.

It was clear that the client needed a high-performance solution provider with experienced resources that could quickly resolve the enormous backlogs and immediately provide a streamlined, uninterrupted flow of medical bill review going forward.

Because high quality, proven efficiency and immediate scalability were all critical success factors, the client chose **Medusind Solutions.**



About Medusind Solutions: A premier KPO organization with an exclusive focus on US healthcare. Established in 2002, Medusind has grown to over 1,000 employees across 4 state-of-the-art delivery centers and is widely recognized as the leading global resource for outsourced solutions. Specializing in end-to-end medical and dental RCM, content management, medical abstracts, medical bill review, and analytics, Medusind provides high-end customized KPO solutions that enable its clients to grow and succeed in today's healthcare market.

Medusind Solutions
>> **SUCCESS STORIES**
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>>THE CHALLENGE

Month	Bills Target	Bills Completed	% Achieved
April to June 2010	180,000 bills	216,000 bills	120%
July to Sept 2010	300,000 bills	340,000 bills	113%
Oct to Dec 2010	360,000 bills	369,000 bills	102%
Totals	840,000 bills	925,000 bills	112%

>>THE SOLUTION

Work Functions Performed	April to August	Sept to Dec
Validations	•	•
EDI		•
Adjudication		•

Medusind Solutions provided the power of knowledge, domain expertise and proven experience together with seamless scalability to deliver extraordinary results for the client.

Through a world-class global delivery model, Medusind continues to provide our client with optimal resources that create integral value throughout the entire claim management process.

>>THE RESULTS

	April to August	Sept to Dec
TPA Pending Bills	9,000 per day	< 500 per day

	April to August	Sept to Dec
No. of States for Bill Review	20 States	45 States



>> Medusind Solutions helps TPA companies extend their enterprise by redefining traditional operating models and transforming processes to create extraordinary value in medical claim management.

SECTOR:
Medical
Transcription

CLIENT:
Large TPA Organization
Listed on NYSE

CHALLENGE:
High-Volume Medical
Transcription with per-
sistent backlogs

SOLUTION:
Professional Medical
Language Specialists
experienced in TPA
Case Management

RESULT:
Streamlined efficiency
in MT and instant work-
flow scalability



>> **Enabling Growth through Global Resources**

A large TPA company was experiencing heavy backlogs in Medical Transcription. The increasing volumes of dictation by nurse reviewers across Utilization Management (UM) and Telephonic Case Management (TCM) departments resulted in a substantial rise in the number of lines to be transcribed each day. The company quickly realized it needed a dependable outsourcing partner to enable maximum efficiency in the workflow and to ensure consistent turn around times.

The company chose Medusind Solutions, a global leader in Medical Transcription and healthcare sourcing solutions. As a premier KPO provider, only Medusind Solutions had the proven experience and capability to deliver world class MT resources and provide the needed scalability.

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>> **Medusind Solutions** had the proven experience and capability to deliver world-class MT resources and provide the needed scalability.

>>TRUE SCALABILITY

Medusind Solutions provided high end staffing of Certified Medical Transcriptionists across 3 shifts offering 24 hour continual processing capabilities including weekends. Through a world-class global delivery model, Medusind provided the client with optimal resources and true scalability to manage the MT workflow with great efficiency. In the second year, the company expanded the scope of MT services across two additional departments.

	Year I	Year II
Transcription Lines per year	700,000	2,500,000

	Year I	Year II
Departments Serviced with Transcription	<ul style="list-style-type: none">•Utilization Management•Telephonic Case Management	<ul style="list-style-type: none">•Utilization Management•Telephonic Case Management•Peer Review Services•Field Case Management

>>KEY DIFFERENTIATORS

>> Medusind Platform

Provides secure, HIPAA compliant access to medical reports with download/print/fax/edit features in a real-time environment.

>> Dictation System

Voice capture through toll free phone lines from any location.

>> Security

Transcription platform is 100% secure, HIPAA compliant, sitting on HTTPS secure, web-based application with 164-bit data encryption, secure socket layer, and HL7 EMR integration capabilities

>> Reporting System

Advanced reporting features allow query by author, account, work type, or specialty, for any given date range.

>> Experience

Providing transcription support to more than 50 hospitals and servicing more than 12,000 physicians, generating more than 400,000 lines of transcription every day.



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SECTOR:
Physical
Medicine

CLIENT:
Network of over 38,000
physicians for Workers
Comp Beneficiaries

CHALLENGE:
Medical Record Review
of medical treatments
and utilization

SOLUTION:
PT and OT profession-
als and practicing phy-
sicians experienced in
Medical Case Review

RESULT:
Improved quality of
case review, quicker
recovery and return to
work, substantial cost
savings.

>> *Enabling Growth through Global Resources*

With over 38,000 healthcare providers nationwide, the client is one of the largest physical medicine networks in the country providing physical medicine to worker's compensation beneficiaries in all 50 states.

Treating hundreds of thousands of injured workers each year requires substantial resources. In addition to the network of physical medicine practitioners treating the patients, there are thousands of highly trained and experienced healthcare providers working behind the scenes, studying treatment modalities, reviewing medical charts and assessing patient outcomes. Working together, the common goal is to deliver the highest quality of care with the most cost effective treatment plans that enable patients to quickly recover and return to work.

To achieve this goal, the client engaged Medusind Solutions to provide a high-end staff of practicing MD's experienced in medical case review. Medusind quickly responded to the challenge with a dedicated team of doctors led by Emergency Physicians experienced in Medical Abstracts and Case Reviews.



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>> EXPERIENCE THAT DELIVERS RESULTS



Medusind Solutions provided the client with high-end staffing of experienced physicians for medical case review. The results were extraordinary.!

The initial turn around time for case reviews was cut in half to less than 24 hours. Also, a noticeable improvement of quality in the medical case reviews led to significant cost savings to both the WC beneficiaries and the insurance payers as the proper treatment and rehabilitation services were better optimized to provide a faster recovery and safe and timely return to work for patients.

When experience matters, TPA companies call on Medusind Solutions. Since 2002, Medusind has been the recognized leader in healthcare sourcing solutions. With a deep knowledge and understanding of the TPA industry, Medusind continues to provide TPA companies with unparalleled competency and industry expertise combined with world class resources that enable them to achieve extraordinary performance.

ISO/IEC 27001:2005 Certified



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