Identify and address healthcare fraud, waste and abuse

Potential benefits
- Gain control over increasing expenses
- Negotiate a contract that protects your interests
- Uncover the root cause of waste
- Identify future cost-savings opportunities

Features
- Flexible suite of solutions to help meet your unique needs
- Proprietary software re adjudicates 100 percent of claims against hundreds of rules (including your SPD) and thousands of code edits
- Robust fraud and waste algorithms and predictive modeling
- Proprietary PBM contract that utilizes our industry expertise

Payment Integrity solutions

Wasteful use of healthcare accounts for up to one-third of annual healthcare spending because of issues such as administrative system inefficiencies and fraud and abuse.

Recent changes in regulations have mandated that employers accelerate efforts toward reducing healthcare cost trends.

Many organizations rely on third-party administrators to manage their healthcare spend, and payment integrity may be low on their long list of competing priorities—even though identifying errors can potentially result in significant savings opportunities.

We believe the keys to waste avoidance and substantial cost-savings for employers is meticulous attention to payment integrity issues—making sure the correct payment is made for the correct member, for the correct services, to the correct provider—and ensuring the administrative contract protects the employer’s interests.
The good news? IBM Watson Health™ provides a robust, powerful and flexible solution for payment integrity services for employers.

From identification and prevention to investigation and recovery, Payment Integrity solutions can help you uncover and address wasteful spending. Backed by more than 40 years of experience, our payment integrity team, robust methodologies and cutting-edge technology can be applied to:

**Audit and compliance**
Whether implementing a new vendor or plan design, or conducting an annual review, our robust claims auditing solutions can help you determine whether claims are paid accurately—and in compliance with plan design.

**Fraud, waste and abuse**
Our proprietary detection algorithms help you identify and address claims fraud, waste and abuse—whether by providers or plan members—in a cost-effective manner.

**PBM RFP contracting and evaluation**
From RFP evaluation to contract negotiation and compliance, our pharmacy benefit solutions can help you identify and address increasing pharmacy costs—without plan design changes or shifting costs to employees.
The Watson Health difference

Leading-edge data management solutions Healthcare data is “big data”—huge amounts of data from disparate datasets that can be difficult to handle and even more difficult to analyze. Fortunately, as one of the data management market leaders, we’ve been working with very large databases successfully and efficiently for more than 30 years. We’re one of the most experienced providers in warehousing, mining, managing, integrating and analyzing vast amounts of healthcare-specific data, and we already have the methodologies and analytics to help address our clients’ challenges.

Benefit plan audits performed by Watson Health typically find that up to 5 percent of claims are paid incorrectly because of issues ranging from coding errors to lack of quality control to fraud and abuse to administrator system setup issues.

Payment integrity experience

The Payment Integrity solutions team includes Accredited Healthcare Fraud Investigators, Certified Fraud Examiners and other highly accomplished professionals who have practical, hands-on experience in the fields of claims administration, network management, medical management, claims auditing, pharmacy benefits and benefits consulting—gained from working at major corporations, national health insurance companies and consulting firms. Our team has handled just about every possible benefit plan scenario.

Driving real value

For more than three decades, our Payment Integrity suite of fraud detection algorithms, audits and investigations have helped our clients identify and recover millions of dollars in fraudulent claims.

Our results often speak for themselves:
- Identified potential overpayments due to fraud, waste and abuse equal to 6 percent of client’s healthcare spend
- More than $4 million in savings were identified as a result of correcting errors and noncompliance with benefit plan design
- Recovered 4 percent of the client’s annual gross drug spend though PBM discount validation audit, resulting in an ROI greater than 10:1
- More than $6 million in savings were identified and members were incented to use the most cost-effective and highest-quality distribution channel for prescription drugs
About IBM Watson Health
Each day, professionals throughout the health ecosystem make powerful progress toward a healthier future. At IBM Watson Health, we help them remove obstacles, optimize efforts and reveal new insights to support the people they serve. Working across the landscape, from payers and providers to governments and life sciences, we bring together deep health expertise; proven innovation; and the power of artificial intelligence to enable our customers to uncover, connect and act — as they work to solve health challenges for people everywhere.

For more information on IBM Watson Health, visit: ibm.com/watsonhealth

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IT system security involves protecting systems and information through prevention, detection and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, misappropriated or misused or can result in damage to or misuse of your systems, including for use in attacks on others. No IT system or product should be considered completely secure and no single product, service or security measure can be completely effective in preventing improper use or access. IBM systems, products and services are designed to be part of a lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products or services to be most effective. IBM does not warrant that any systems, products or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.