

SHIFT

Case Study

Large national health plan identifies \$100K per day from targeted claims edits

The Situation

A large national health plan covering 1.5 million Medicare lives sought a renewed savings strategy to keep premiums affordable for its members. As a secondary payor to Medicare, the plan faced increasing pressure to improve payment accuracy and operational efficiency. Existing processes were falling short of payment integrity expectations, and the plan needed a solution to deliver measurable financial savings.

Key Functionalities

Intelligent edit selection:

Leveraging plan data, financials, and operations to prioritize claim edit types and optimize specific edits.

Pre-production analysis:

Edit workshop & analysis on realtime prepayment data proving the value of targeted edits and confirming appropriateness to turn on edits.

Cross-claim analysis:

Uncovering deeper insights and issues at the claim level that traditional editing solutions often miss, further increasing accuracy and efficiency.

Automated processing:

Automated intake of claims data, followed by analysis and automated delivery of reason (CARC & RARC) codes with transparent and explainable context, and flexibility to adjust on how the plan responds to edits.

The Solution

Shift partnered with the health plan to implement an innovative, AI-powered claims editing solution focused on maximizing prepayment savings. The engagement began with a pre-production edit workshop and testing phase, demonstrating the value and impact of specific edit types and tailoring the claims editing strategy to the plan's unique needs.

The Result

Within one week after go-live, Shift's solution identified over \$100,000 per day in prepayment savings opportunities for the health plan. As a first-pass claims editor for a secondary payer, the solution delivered immediate and ongoing financial impact.

\$100,000

per day in identified savings

Shift accelerated the time to value for this health plan; finalizing complex data mapping, edit selection, testing, deployment, automation and user onboarding in just under 4 months.

“With the current progress and findings since go-live, we're confident Shift can save up to \$40 million a year for our plan.”

— Current Health Plan Actuary

By automating and enhancing the plan's primary claims editing, the health plan achieved significant operational efficiencies, improved payment accuracy, and reduced provider abrasion—demonstrating Shift's commitment to innovation and measurable results.

SHIFT

About Shift Technology

Shift Technology is the trusted AI partner to the world's leading insurers. Our innovative and explainable AI solutions help insurers reduce fraud and risk, streamline claims processes, and improve customer experiences. Shift delivers measurable business impact and lasting ROI by combining deep insurance expertise with cutting-edge technology.

Learn more at www.shift-technology.com.