SHIFT

Shift Payment Integrity

Streamlining Workflows and Increasing Health Plan Savings with AI

The Challenge

Errors, improper payments, waste, abuse and possible fraud cost U.S. healthcare payers billions annually. With evolving care delivery, advancing reimbursement technology, shifting policies, and increasingly sophisticated schemes, accurately processing claims while protecting financial health and provider relationships is a continuously growing challenge.

The Solution

Shift is revolutionizing the detection, prevention, and management of improper payments by delivering AI-driven insights at critical stages of the claims process. Shift Payment Integrity solutions empower health plans to take action with speed, impact and accuracy - maximizing prepayment savings and postpayment recoveries.

Shift's Prepay and Postpay Capabilities

Claims Editing: Increase savings with an industry leading library of 4,000+ up-to-date, customizable edits; test custom or optimized edits within a workbench environment to deploy with confidence.

Data Mining: Explore claims data for anomalies, outliers and activity trends with consistently updated, comprehensive concepts and models for maximized recovery opportunities at any pass position.

Claims Audit and Record Review: Utilize AI-driven claims validation to ensure accurate coding and service alignment, along with precise medical record selection. Leverage generative AI to accelerate validation of supporting documentation, highlighting key elements for accelerated review.

FWA Detection: Uncover evolving schemes and high-value errors & potential fraud, waste and abuse with AI-powered scenarios and advanced relationship analysis. Enhance accuracy and investigative insights with integrated external data sets.

Workflow Tools & Case Management: Streamline workflows, increase collaboration, manage caseloads, and track investigative activity all in a single platform.

Shift Payment Integrity Allows For

Maximized savings with thousands of optimized claims edits & prepayment detection scenarios

High-value recoveries with comprehensive AI-powered claims accuracy scenarios and network-level detection

Reduced provider abrasion thanks to pinpoint accuracy and reduction in false positives

Increased operational efficiency with process accelerators and integrated case management

Shift Payment Integrity Key Features

Data Unification
Expert mapping, cleansing and enriching of health plan data, with no restrictions to format or type.

External Data Integration
Deeper, more accurate analysis with integrations of updated policy, regulatory, mapping, online review, business and other external data sets

AI-Powered Scenarios
Continually improving and evolving scenarios to capture evolving schemes with accuracy

Network Detection
Sophisticated relationship analysis to uncover kickbacks, collusion or other suspicious activity between members, providers, facilities or other entities

Image & Document Analysis
Fast, accurate, AI-powered analysis of images and documents, automating the ingestion and analysis of unstructured data

Explainable Alerts
Intelligently scored and prioritized alerts, including intuitive explanations of detection and supportive detail in one place

Custom Reporting Dashboards
Automated, user-specific reporting dashboards, streamlining reports and giving teams views into specific trends within providers, specialties, geographies and more. Track team performance and caseloads for optimized allocation and resourcing
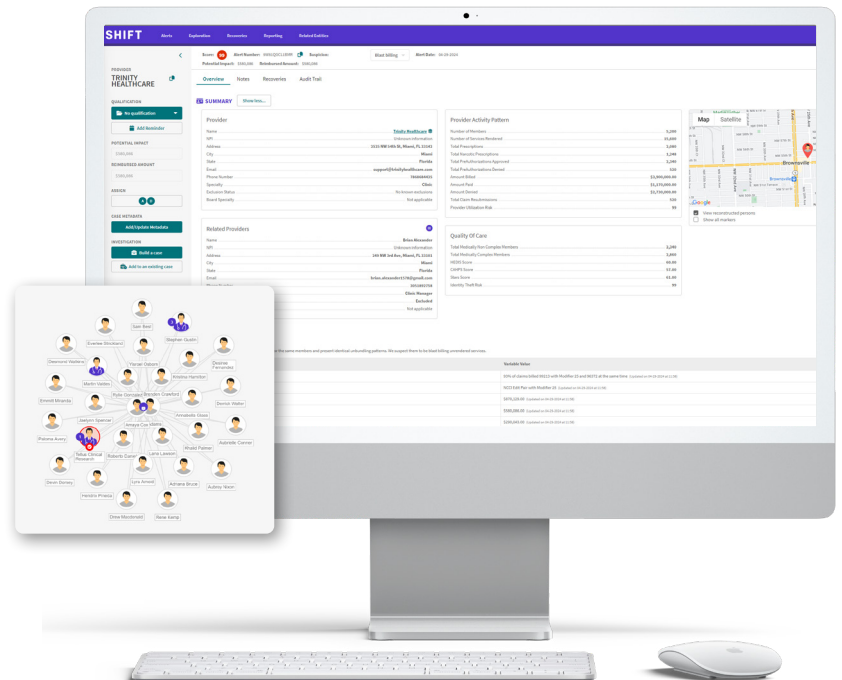
Integration Options

Real-Time Integration
Shift implements real-time payment integrity analysis and response delivery through a Shift REST API, following a standard format allowing requests to receive analytic detail and reason codes in real-time from claims data.

Near Real-Time
Recurrent batch transfers: Tailored to a plan's needs and/or technical capabilities, Shift analyzes claims in near-real time via batch transfer of health plan data.

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About Shift Technology
Shift Technology empowers health plans to strengthen payment integrity with precision, fairness and speed at critical steps of the claim lifecycle. With a continually optimized concept library, enriched data, and advanced, healthcare-trained AI, Shift detects and helps plans prevent errors and improper payments to maximize savings. Our SaaS-based solutions drive accelerated and insightful decision-making, helping health plans reduce costs and enhance operational efficiency.

Learn more at www.shift-technology.com