



Consider yourself covered.

A background image showing a field of wind turbines silhouetted against a vibrant sunset sky with orange and yellow hues. A large, semi-transparent orange circle is overlaid on the left side of the image.

Optimize To Capitalize

System Optimization is the driving force for productivity in any healthcare payer organization. It is arguably the most important component of your applications and processes. Why? Because it eliminates late and incorrect payments, as well as failure to pay. Optimization is critical to achieving dynamic results.

The cost of inefficiency can be crippling to your business – from human resources to systems management. FlexTech is an expert at streamlining your operations to increase productivity. Our experience in healthcare information technology, combined with extensive certified training, makes FlexTech unique. We are adept at analyzing problems and providing critical insight.

What Is Optimization?

Optimization entails making something as effective and useful as possible. True optimization enables your business to thrive in good times and bad. That's the goal we have for all our clients. Anything less can cost a healthcare payer greatly. FlexTech understands every detail of optimization and, more importantly, we are thoroughly familiar with the refinement and reasoning of claims processing. We match systems and processes to workflow, ensuring maximum efficiency and productivity.

Purpose

Our purpose is to thoroughly examine your business systems and processes, identify problems and then implement resolutions.

Process

Our optimization process entails rigorous analysis, evaluation and assessment to ensure that your claims system is performing at the highest level.

Results

The results include increased efficiency, lower costs and greater productivity.

Who Has Optimization Problems?

The easy answer is that every healthcare payer organization does. But it can be broken down into two groups: those companies who absolutely know problems exist and those who aren't completely sure, but believe something is wrong. Customers who know there are problems have identified non-compliance with government regulations; they have confirmed slow turnaround times; they have unhappy providers. They are companies who experience high call volume, longer call times, and disgruntled customers. They are the ones who know.



It's simple. When FlexTech optimizes your business, costs go down and efficiency goes up. And that is the ideal equation for increased productivity.

Then there are companies who aren't sure, but believe there are problems. They are likely correct. Manual workarounds, slow payments, ROI not matching output mean something isn't right. FlexTech identifies optimization opportunities in all areas – claims, enrollment, customer service, provider services, medical management, finance and A/R. This increases efficiency and ROI, while improving business processes.



Purpose

Wasted time is wasted energy. That's why FlexTech covers you with system-wide optimization assessment and resolution services. We do it quickly and accurately. We'll show you how to decrease potential points of failure. FlexTech makes the best possible recommendations to improve optimization, thus increasing your cost-to-optimization benefit. FlexTech partners with all major vendors, ensuring the best certified training. This process adds essential third-party objectivity.

Process

"Process" optimization begins with "system" optimization. The first thing we do is evaluate key system indicators to pinpoint problems. FlexTech takes into account the probability of errors, manual effort and other risks. Often, the root cause is configuration. System configuration problems can take many forms, from simple errors that cause claims to pend unnecessarily to fundamental design flaws. Once we identify configuration issues, we develop and implement alternative solutions. These solutions are proven in a test environment. The results are astounding.

Results

The benefits of an optimization solution are measurable and significant.

Reduce Costs

- Automate Manual Processes
- Improve First-Pass Claim Rates
- Improve Claims Accuracy
- Lower Administrative Costs

Improve Operational Efficiency

- Ensure Regulatory Compliance
- Improve Hardware Utilization
- Reduce Member and Provider Calls

Expedite Growth

- Increase Membership
- Expand Provider Network
- Enter New Markets

Become More Competitive

- Increase Market Agility
- Participate in Healthcare Exchanges and ACO's



**Increased
Company Value**

**When FlexTech analyzes and optimizes
your business, this is the ultimate result.**



Consider yourself covered.

“ Working with the FlexTech optimization professionals was a very beneficial experience for our organization. We thought we were doing pretty well, but after a thorough review of our systems and processes, they were able to provide a comprehensive strategy that showed we did have some room for improvement – from processing performance to increasing our bottom line. FlexTech has definitely helped us achieve our claims goals. ”

Sharon Perkins, IS Director
El Paso First Health Plans, Inc.

“ FlexTech quickly identified several issues that were having a significant impact on our claims operations. We have implemented the first system optimization solution recommended by FlexTech and it has considerably reduced the need for manual claims adjustments due to incorrect contract configuration – a major issue for us in the past. Additional process optimization solutions suggested by FlexTech have resulted in a 6% increase in our first-pass rate and a 10% improvement in claims turnaround times. The optimization services provided by FlexTech have already shown a positive return on investment, and we still have other solutions to implement. ”

Therese Brumfield, VP Provider Operations
Corizon Health, Inc.