



# Mitchell SmartAdvisor™

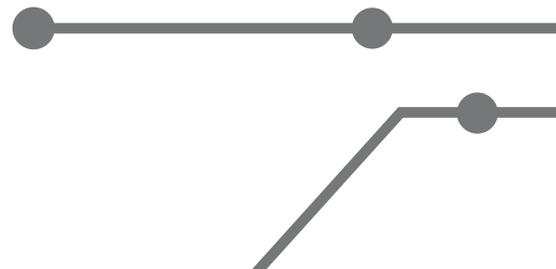
Your comprehensive bill review  
software suite for workers'  
compensation claims processing.



**(m)**powered

**Simplified processes.**  
**Accurate repricing.**  
**Empowering decision-making.**

These are everyday outcomes for SmartAdvisor clients—and that's why it has become a leading workers' compensation cost containment solution for medical injury insurers, third-party administrators, self-insured employers, state funds, and managed care companies.





## Bill Review Software Suite

### IT CONNECTS AND ADAPTS TO ANY BILL REVIEW ENVIRONMENT.

Enabling speed, accuracy, and efficiency to be consistent in a company's medical bill review operation is how **SmartAdvisor™** became a leading bill review and repricing solution for medical injury insurers, third-party administrators, self-insured employers, state funds, and managed care companies. Through performance software, client services, and Best-In-Class partnerships, SmartAdvisor empowers clients to improve their operational efficiencies and lower costs.

What makes SmartAdvisor stand out is its ability to adapt to any casualty bill review environment—from the simplest to the most complex—which means it can adapt to yours.

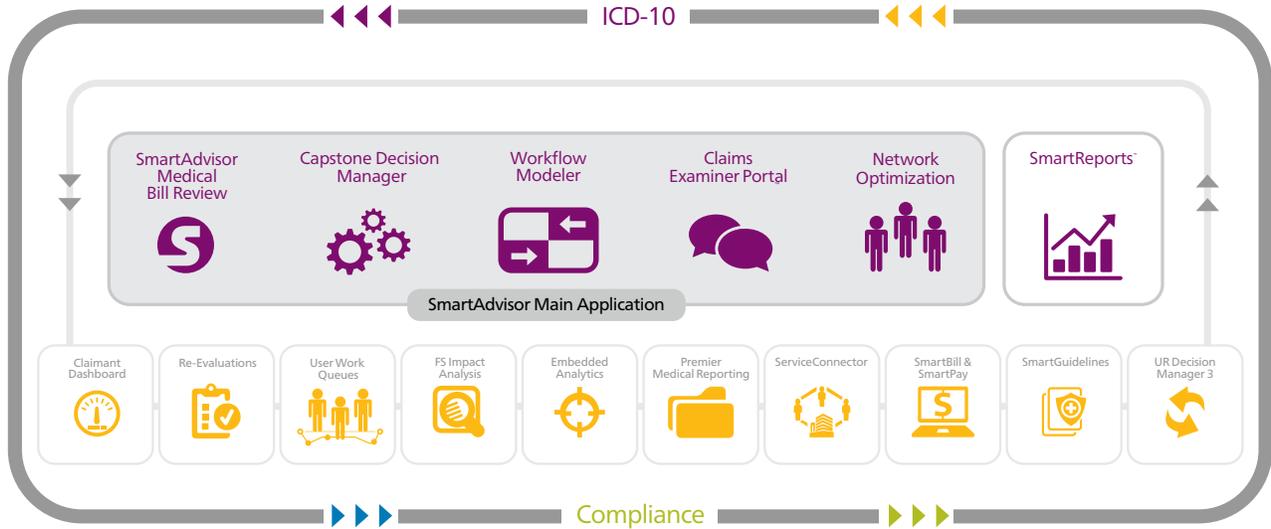
#### The software suite's unique combination of capabilities include:

- Customizable work queues with simplified drag-and-drop workflow design.
- A personal, client-configurable business decision engine.
- Trend-seeking data analytics and reporting tools.
- Claims portal for accelerated, secured, real-time access to bill review data.
- Electronic billing and payment processing.
- Integration of Utilization Review (UR) with bill review to minimize financial leakage.
- On average, a 50-70% rate of auto-adjudication or straight-through processing.
- Seamless connectivity to Primary & Secondary PPOs, Ancillary Service Networks, Specialty Review Networks, Pharmacy Networks, and Negotiation Services.
- As a leading bill review solution for workers' compensation payors, SmartAdvisor offers an intelligent solution designed to efficiently deliver quality results.



# A Suite of Powerful Applications that Optimize Resources and Processes.

## The Mitchell SmartAdvisor Software Suite



### Custom Workflow Modeler

It's the exceptions to your business rules that are costing you in time and money spent. With Custom Workflow Modeler, you can set up your workflows to run exactly the way you need them to run, resulting in true automation and minimizing the costly exceptions.

the flexibility to control where bills should be routed for professional review by auditors, surgical and hospital reviewers, as well as specialty bill negotiation experts. By automating the knowledge base of your best staff, you can get the right bills to the right resources and deliver consistent, quality results—automatically.



### Capstone® Decision Manager

Utilize the Capstone Decision Manager and workflow modeling tool to implement your own custom business rules—completely automating the review and repricing of a substantial percentage of all medical bills. This automation can result in auto-adjudication or straight-through processing of up to 50-70% of medical bills, on average. The intelligent decision-making power of Capstone provides



### Claims Examiner Portal

This web-based portal allows claims adjusters a “real-time” window into the bill review process so they can review and report on medical situations affecting the claims under their management. Using the Claimant Dashboard to view treatments and medical spend by provider, empowers the adjuster to evaluate and approve, deny or alter medical payments.



### **Network Optimization**

SmartAdvisor can send bills directly to network vendors to capture further savings below fee schedule, giving clients the potential to increase savings from billed charges. Our unparalleled value chain of connectivity and services includes National and Regional PPO's, Ancillary Service Networks, Specialty Review Networks, Pharmacy Networks, and Negotiation Services.

By leveraging data analytics in network configurations, Mitchell allows you to optimize your network solution to maximize savings. SmartAdvisor allows for strategic placement of network offerings to be customized to your business processes—while leveraging our Best-In-Class network offerings—and putting the right networks in the right order to provide an optimized network solution tailored for each of our clients.



### **SmartReports**

Many SmartAdvisor clients leverage the power of data to create reports that identify trends, drivers, and programs to help them react quickly, make adjustments, and apply changes to the bill review process. What results is a cycle of continuous improvement within the organization.

SmartReports' capability of pushing operational and financial data into your hands sooner rather than later is invaluable. Choose from standard reports, ad hoc analysis, or easily create custom multi-dimensional reports using drag-and-drop functionality. Storing your favorite reports is as easy as book marking a web page, and an advanced subscription technology lets you arrange automatic delivery of your reports in a variety of secure formats to any email user or to your website on a scheduled basis.



### **Utilization Review Decision Manager (URDM)**

SmartAdvisor seamlessly integrates medical bill review and utilization review to allow for more accurate workers' compensation



medical bill pricing adjustments. The SmartAdvisor Utilization Review Decision Manager (URDM) module provides a way for Utilization Review information to be recorded in the SmartAdvisor system and thereby referenced and matched by the bill review process. URDM is designed to “automatically” apply Utilization Review recommendations to a bill and to allow manual intervention only when needed.

UR Decision Manager empowers clients to:

- Reduce the losses that occur when treatments are paid for but were not authorized by utilization review.
- Achieve better efficiency, eliminating manual matching processes.
- Fully realize the investment that is made in setting up utilization review programs.

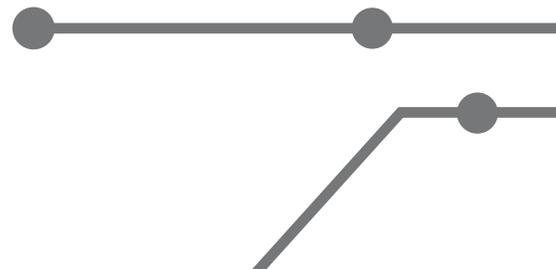


### **SmartBill and SmartPay**

Transacting medical bills and payments electronically has been shown to offer return on investment results and administrative simplification. SmartBill and SmartPay make it easy for you to implement electronic transmittal of bills, payments, and remittance notices—reducing operating expenses and freeing up staff time to handle the more critical responsibilities.

SmartBill/SmartPay clients can experience:

- Validated and timely data transfers that lead to faster bill adjudication.
- Expedited information delivery to enhance the creation of claims, initiation of case management, and lower claims costs.
- Significant reductions in bill status calls and improved customer and provider satisfaction.
- Improved payment cycles that exceed provider expectations.
- True workflow automation which leads to streamlined operational costs and improved resource management opportunities.





## Embedded Analytics

SmartAdvisor Embedded Analytics adds business intelligence to bill review to create a solution for detecting bill level and claim level treatment exceptions. It focuses on unusual and/or uncommon treatments, as well as the relationship of body part, diagnosis, and procedures performed utilizing relationships between the claim, bill, and services.

Embedded Analytics offers unique advantages to your business:

- Relatedness Edits
  - Increase efficiency by enabling a higher level of auto-throughput by flagging bills which benefit from an adjuster review.
  - Helps identify bills coded against the wrong claim up front.
  - Enables auto denial of non-compensable body parts.
- Rarity Edits
  - Identifies procedures and diagnosis coding errors, reducing the number of reevaluations.
  - Identifies bills which will benefit from being reviewed by your most knowledgeable, complex bill review staff.





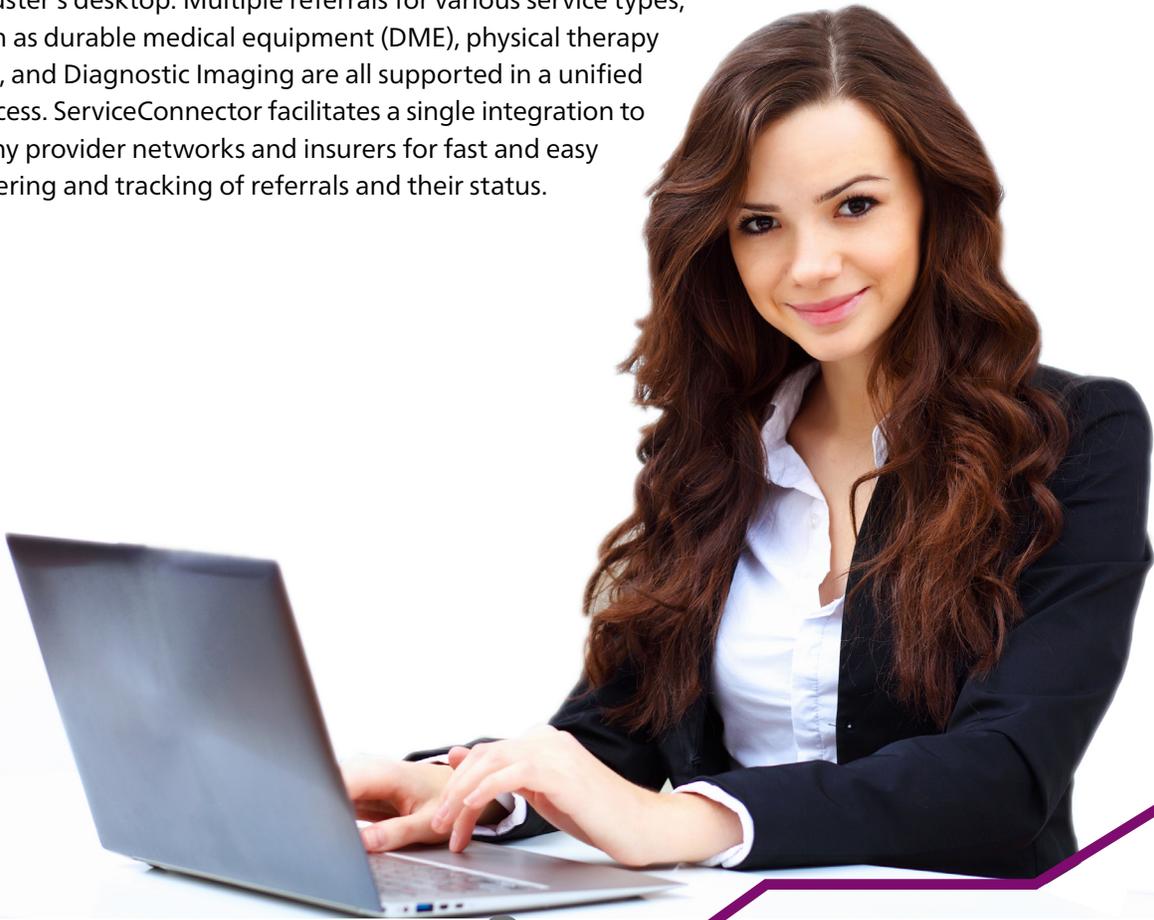
### SmartGuidelines

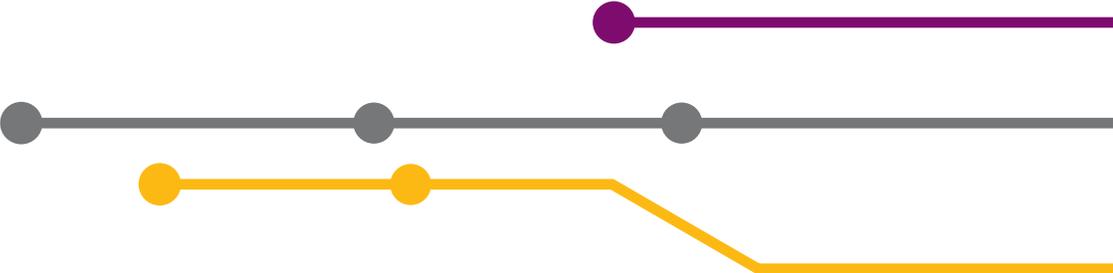
Mitchell SmartGuidelines can quickly and automatically identify the frequency of use of medical procedures, expected disability durations, and average duration trends based on the combination of ICD and CPT codes. The system will flag the potential outlier early in the claim processing which will help bill review staff focus on the complicated cases which require exception reviews and handling. This automated solution will improve efficiency by eliminating the need to perform time-consuming, labor-intensive manual lookups of medical treatment guidelines. It also helps reduce potential payment for non-compensable treatment by flagging bills that are outside of treatment guidelines.



### ServiceConnector

ServiceConnector™ provides a central location to order services and products from the adjuster's desktop. Multiple referrals for various service types, such as durable medical equipment (DME), physical therapy (PT), and Diagnostic Imaging are all supported in a unified process. ServiceConnector facilitates a single integration to many provider networks and insurers for fast and easy ordering and tracking of referrals and their status.





## Compliance

From frequent fee schedule updates to regulatory reporting and data calls, our software suite and bill review platform is built around compliance. Feel at ease knowing that Mitchell has a team of highly experienced individuals dedicated to ensuring the success of your business's compliance. Mitchell provides transparent solutions to help customers dig through the complex world of regulatory requirements, including:

### **Price Interpreter**

Mitchell is leading the way towards transparency and shining the light on the "black box" of what is inside your fee schedule engine. SmartAdvisor's Price Interpreter saves you time through reduced regulatory research by providing the details specific for you. Increase your visibility and confidence to know what's behind your bill review recommendations and understand how the state rules, regulations, and line-level rationale affect your bill review payment results.

### **Fee Schedule Impact Analysis**

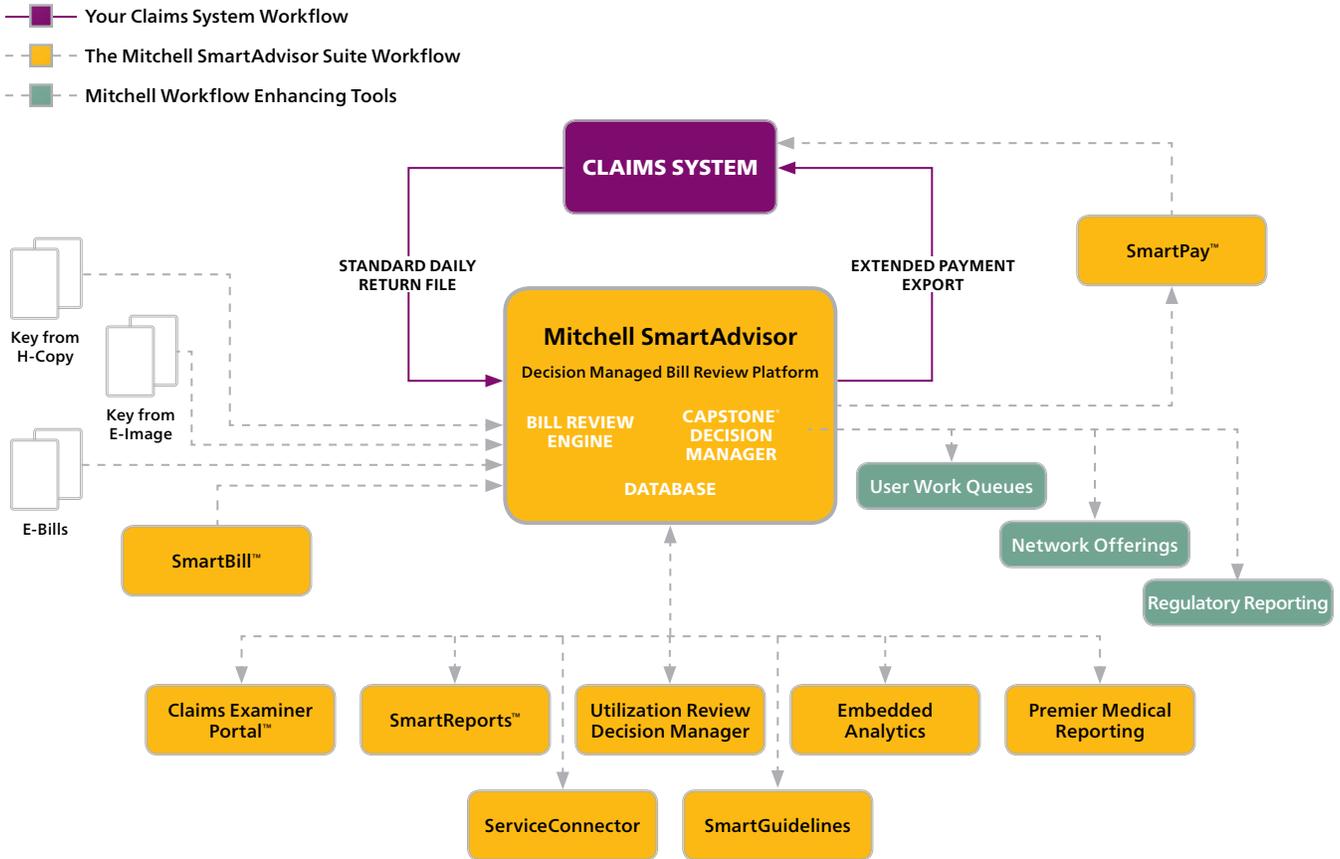
Ever wonder the impact that modifications to a state fee schedule has had on your payment recommendations since the effective date of the change? Need to know which specific bills were processed without the application of the changed values and/or rules? Wonder no longer – now Mitchell can provide the insight you seek. Using SmartAdvisor's Fee Schedule Impact Analysis feature you can run custom analysis reports, identify changes to bill allowances, and easily batch-select all bills you wish to send for re-evaluation in just a few simple and efficient steps.

### **Premier Medical Reporting**

This state compliance management and reporting solution is designed to reduce the complexity and cumbersome nature of complying with numerous state government regulatory requirements. This core compliance tool combines automated decision-making features and comprehensive maintenance screens in order to provide more efficient and effective medical reporting workflows. Your compliance success will be measured by the reduction in errors and the corresponding savings in allocated resources that come from having more control over your compliance requirements.

## The Mitchell SmartAdvisor Workflow

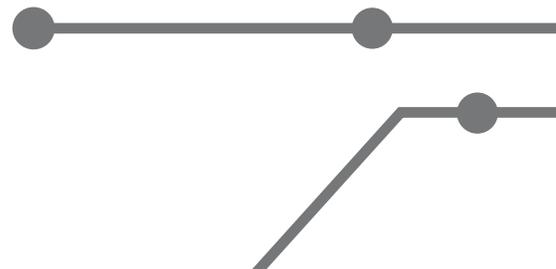
The SmartAdvisor Suite is designed to integrate *your workflows and business rules* into the process and automatically apply them to each and every bill. SmartAdvisor’s automation tools drive on average **50-70% straight-through processing rates**.



## Choose Your Deployment Model.

**It’s all about making sure the SmartAdvisor solution is a personal solution for you.**

Mitchell will host SmartAdvisor as an Application Service Provider (ASP) and perform hardware maintenance and software updates automatically. Our ASP model helps free up your system’s resources and eliminates major capital expenses. Or you can choose to host SmartAdvisor on the intranet behind your firewall using an Internally-Hosted Licensed model.



## PUT THE POWER OF THE SMARTADVISOR SOLUTION TO WORK.

No other solution can empower your claims organization like SmartAdvisor. It's a truly comprehensive bill review solution that drives improved efficiencies and lower costs through its unique combination of performance software, client services, and best-in-class partnerships.

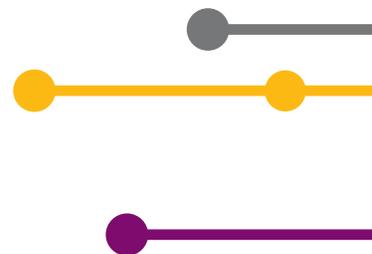
Software Suite Includes:	Services Include:	Best-In-Class Partners Include:
Custom Workflow Modeler	Bill Review Service Center	National and Regional PPO Networks
Capstone Decision Manager	Utilization Review Services	Specialty and Certified Networks
SmartReports	Peer Review	Specialty Review and Negotiation Programs
Claims Examiner Portal	Telephonic Case Management	eBilling Clearinghouse Partners
UR Decision Manager	Field Case Management	Value-Added Service Partners
Regulatory Reporting	Software Training	
SmartBill and SmartPay	Consulting and Professional Services	
Embedded Analytics		
SmartGuidelines		
ServiceConnector		

The best way to learn about **SmartAdvisor** is to see it in action.

**Contact us for a demo today.**

Call: **800.421.6705** | Visit: **www.mitchell.com** | e-mail: **SmartAdvisor@mitchell.com**





## mitchell

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