



Mitchell **Out of Network Solutions**

With a fully integrated out of network platform of services, you can better manage the industry challenges of rising medical bill costs.



(m)powered

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MITCHELL NHQ + MITCHELL FAIRPAY:

Driving Total Cost Containment in the Out of Network Territory.

When FAIRPAY joined Mitchell, it became the official start of a whole new era in cost containment services for Out of Network Solutions. Joining with our existing **Negotiation Services** (formerly NHQ), we are now able to leverage our two decades of provider data history and positive relationships, including **Specialty Bill Review** (SBR) data. This combination of best-in-class Out of Network products and operating models has come together in one integrated platform that empowers better negotiation and bill review outcomes in terms of cost containment and reduction in processing time.

Mitchell's negotiation services provide a unique opportunity to deliver negotiated signed agreements between Out of Network medical services providers and payers—for both small and large bill amounts. Combined with Mitchell FAIRPAY SBR, you are able to leverage new insightful data sources and our unparalleled experience and responsiveness in regulatory matters to drive results. Success rates in acceptance of SBR bill repricing are very high, and disputes are resolved through negotiations.

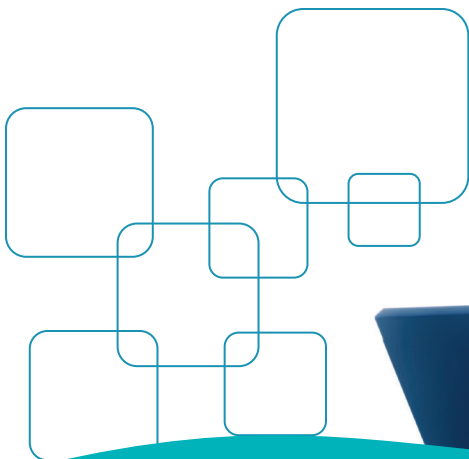
To date, our clients have totaled over \$1 billion in savings benefits from negotiation services and specialty bill review. In addition, clients have seen how managing medical

costs via negotiated signed agreements can effectively extend a policyholder's limits, helping to increase customer satisfaction.






MITCHELL NEGOTIATION SERVICES

One of the biggest challenges medical bill payers face is the rising usage of Out of Network providers—driving up your medical costs, which can result in lower customer satisfaction and having to overcome a lack of pre-negotiated billing rates, inconsistent and ambiguous settlement values, and contentious interactions with unfamiliar providers.

Mitchell Negotiation Services produces an average savings rate of 15 – 70% in the Out of Network territory. In addition, your current workflow lays right on top of our platform for a streamlined process and can ensure positive and enduring relationships between payers and providers.



Our approach uses signed agreements and prompt pay, producing an average turnaround of 1.5 days. With Mitchell, you team with our platform to:

-  **Accelerate the Process for Successful Outcomes:** We help our clients accelerate the negotiation process to where they have achieved on average 30-40% success rates in negotiating Out of Network charges.
-  **Maximize your Savings with a Broad Spectrum of Bills— from \$500 and Up:** Lower value bills have high value savings. Of all bills in the industry, more than 80% are within the \$500 to \$5,000 range. With our low bill review threshold—starting at \$500—and applying the same level of discipline to both low and high-value bills in your claims organization, you'll be targeting every possible opportunity to maximize your savings.
-  **Make Sure You Rely on Personal Service and an Experienced Team:** Our *Provider Outreach Program* ensures positive, enduring relationships with healthcare providers throughout the United States. We take great pride in providing best-in-class service in terms of responsiveness, reliability, clarity of communication, bill review quality, and timeliness.
-  **Secure Signed Agreements—Accelerating the Negotiation Process:** What sets us apart is our practice of securing 100% signed agreements for our negotiation services —accelerating the negotiating process and enabling prompt payment. In other words, we can turn down the noise and create a smooth, facilitated solution.
-  **Protect Personal Confidential Information:** Mitchell programs accelerate the bill settlement process, but not at the expense of protections for confidentiality of medical and other personal information.

SQUARE ONE SOLUTIONS

When you need negotiation services for a pre-approved medical treatment, that's where **Square One SolutionsSM** comes in. Square One Solutions is a prospective or concurrent negotiation solution for securing savings on any pre-approved inpatient facility stay, such as surgical procedures, inpatient rehabilitation, long-term care, or any extended care stay. It's your best solution for enhancing your claims efficiencies.

- **Enhances Claims Efficiencies:** Square One Solutions negotiation specialists focus on the facility's medical charges, allowing claims and medical management professionals to concentrate on other areas of the claim where their expertise lies.
- **Lowers Reserve Adjustments:** Proactive payment agreements allow adjusters to more accurately set medical reserves on more complex claims.
- **Easy to Use:** With a simplified referral process, adjusters and nurses are able to submit the information they have at hand via phone, fax, or email.
- **Highly Skilled Negotiators:** Square One Solutions has negotiation specialists with a comprehensive background in both the medical and insurance industries and are experienced in care coordination.

Specialty Bill Review Services

Mitchell's team of industry experts are leaders in medical bill payment analysis. Leveraging our unique legal knowledge base, combined with our data analytics capabilities, provides you with a powerful choice of flexible solutions that apply our expertise to both specialty bill review and medical treatment negotiations to help achieve significant savings.

Mitchell FAIRPAY Specialty Bill Review Services—Our Strength is Your Strength

Consider the factors involved when reviewing your company's medical bills—statutes, precedents, regional specifics and other variables come into play. When you deal with a workers' compensation claim, the terminology, the paperwork, and the bill itself can be difficult to comprehend and ultimately process correctly—and most importantly—process in the most cost-efficient way. That's why clients leave it to the expertise of our Out of Network platform of services. Evaluating bills, line-by-line, generating cost reductions through research and data analysis, and producing measurable results—that's how you're able to re-price the services rendered to represent an appropriate and fair amount.

Solutions for a Broad Spectrum of Clients

Your needs are unique, and we understand that to exceed those needs, we must extend our team's expertise across a wide variety of industries—which is a critical component in receiving best-in-class customer service. We act as an advocate for all of our clients, representing your best interest in every review and provider interaction. As a result, we are able to build long-term partnerships with our clients, who include:

- **Carriers:**

We are a valuable resource for carriers who want to effectively and efficiently ensure the issuance of fair payments on behalf of their clients, thereby achieving savings or expanding policyholder benefits.

- **Managed Care Organizations:**

A managed care organization has the ability to leverage our pricing sophistication and extensive expertise to ensure maximum medical savings and efficiency, regardless of the unique nature of a claim.

- **Self-Insured Employers:**

Many employers who cover their own risk have found Mitchell to be a valuable partner for cost containment because the first dollar paid on a claim is their own.

- **Third-Party Administrators:**

TPAs and their clients are provided with a flexible solution that comes from extensive analysis and comparison. With the benefit of our cost-containment services, the TPA can ensure that claim savings are maximized with minimal workflow disruption.

For more information on Mitchell Out of Network Services:

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