



BI Solutions specializes in outsource remittance delivery services improving both the efficiency and effectiveness of the medical claims process benefiting administrators, practitioners and patients simultaneously.

An often overlooked process, BI Solutions distributes remittances cheaper, better, simpler, faster and without the normal headaches!

Medical Administrators can benefit through the following services:

- **Total outsource Provider Remittance delivery.** We take the headache of printing, posting, emailing, faxing remittances and handling queries of "where is my remittance". Further, by consolidating remittances from multiple administrators into a single consolidated remittance, which is less prone to loss or getting hidden under a mountain of paper, reconciliation at the provider end is faster resulting in fewer resubmissions. We are also working with PMA vendors to automate reconciliation as the remittances have a common format.
- **Provider queries** regarding delivery including resending remittances
- **Historic data available 24/7** for both provider and scheme (Even if remittances have not been reconciled by practice admin staff, one can look up electronically to see if payment was made thus reducing the burden on the administrator's call centre. Administrator's staff can use the same query tool if needed)
- **Duplicate payment checking and reporting**
- **Member provider profiling** (to highlight fraud and member abuse)
- **Member queries and registration** (administrators can allow their members to be able to self service check on payment of treatments per date per doctor. This would be made to look like it's being driven from the administrators website and is expected to significantly lower manual call centre queries by members). Further members can also register to receive email (later SMS) when payment of their claim has been effected.

Let us show you how you can outsource your headaches simultaneously saving costs!
Call Barbara Icton from BI Solutions on 082 655 5870.