

## ENSURING QUALITY / DETERMINING NECESSITY

### The Facts

company: Capital BlueCross  
location: Harrisburg, Pennsylvania  
focus: Pre-Authorizations & Claim Reviews  
monthly claims: 6,800  
claims sent for review: 13-14 (2-3%)  
AllMed customer since: 2002  
website: [www.capbluecross.com](http://www.capbluecross.com)

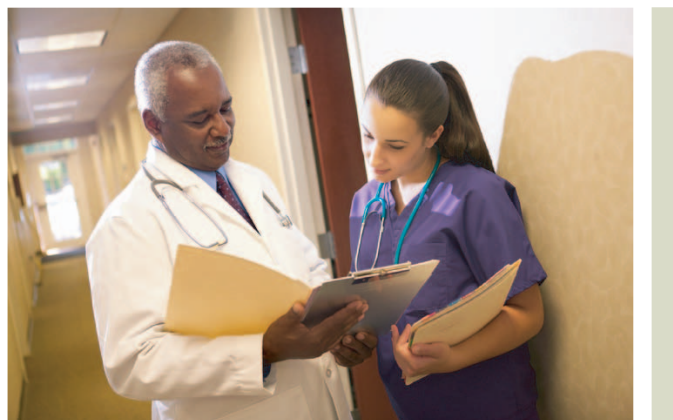
*AllMed provides us with access to the specialists we need for making decisions quickly and efficiently.*

Lynda Farner  
Senior Clinical Product Support Consultant  
Clinical Management  
Capital BlueCross

### The Challenge

The Capital BlueCross Clinical Management department's 140 employees process more than 6,800 insurance claims and pre-authorizations every month. Throughout this process, maintaining quality and ensuring patients receive the best possible care are extremely important. To ensure internal, state and federal guidelines are followed, Capital BlueCross has established an internal review team of nurses and physicians to help quickly assess and approve or deny questionable cases.

In addition, Capital BlueCross has just recently established an internal audit group to help flag questionable claims. According to senior clinical product support consultant, Lynda Farner, Capital BlueCross uses this level of peer review primarily as a means to help detect either fraudulent billing or the overuse of certain procedures, such as lab tests.



In cases where Capital BlueCross does not have a like specialist on staff to review a given case (about 3% per month), the company requires the services of outside physicians, or peers, for independent medical reviews. The types of cases typically sent for review include surgeries that appear to be cosmetic; continuous or over use of intravenous therapy for Lyme disease; orthognathic surgery (misaligned jaw), bariatric surgery, and some crucial cases, such as organ transplants.

### The Solution

Capital BlueCross selected AllMed Healthcare Management, a leading Independent Review Organization (IRO) with more than 200 specialist peer reviewers, to help independently scrutinize its complex and questionable cases.

“AllMed provides us with access to the specialists we need for making decisions quickly and efficiently,” said Farner. “The doctors are very responsive, easy to talk with and make themselves available to speak to our medical directors, the treating physicians and even, in some cases, the patients themselves. Their staff’s dedication to customer service and responsiveness makes them very easy to work with.”

## The Outcome

The addition of AllMed as an IRO has enabled Capital BlueCross to improve its review process, gain access to specialists and make it easier to meet required state and federal response times. The majority of the cases reviewed by AllMed are finalized within 48 hours or less, with many being completed the same day the case was sent for review. “They’re very receptive to emergent, as well as expedited cases,” Farner commented.

Because AllMed recommendations are based upon medical evidence, the company is able to work closely with the insurance provider and its medical directors throughout the decision-making and review process. Farner added that one of AllMed’s biggest strengths is the staff’s adaptability and flexibility. “Whether new information becomes available or a patient or doctor simply has a question, AllMed’s doctors always make themselves available to all parties as part of the review process.”

*“...AllMed’s doctors always make themselves available to all parties as part of the review process.”*

## About Capital BlueCross

Capital BlueCross is one of the largest businesses headquartered in Central Pennsylvania, with annual revenues of more than \$2 billion. As a full-service health insurer, Capital BlueCross has been providing both hospital and physician services to its 800,000



members throughout Central Pennsylvania and Leigh Valley for more than 66 years. The company employs about 2,400 people and supports a network of than 8,200 medical professionals and 37 hospitals in a 21-county service area.

## About AllMed Healthcare Management

AllMed provides independent medical reviews that help insurance payers, providers and claims managers control healthcare costs and do what's right for each patient, every time. Founded in 1995, AllMed is a URAC-accredited Independent Review Organization (IRO) serving leading healthcare firms nationwide. Reviews are conducted by board-certified physicians in active practice. More information on AllMed can be found on the company’s website at [www.allmedmd.com](http://www.allmedmd.com).