

## Problem

The client is a fully-integrated multi-state government services managed care company with revenues in excess of \$450M. Over its 19-year history, the client has developed expertise which allows it to provide quality, cost-effective health care services to its more than 400,000 current Medicaid members. The company operates health plans in Indiana, New Jersey, Texas, and Wisconsin.

## Response

The client's provider database contained many duplicate and outdated records, which had caused **a significant claims inventory to build up** in the provider pend queues (almost 4,000 incoming claims per week). Our team was responsible for both cleaning up the provider database and for tackling the provider-pend backlog for the states of New Jersey, Texas, and Indiana.

## Solution

By calling and verifying information (billing address, correct name, correct TIN, affiliation number, etc) and eliminating duplicate records, we were able to clean up the data for more than 1,500 providers. We also created hundreds of new provider records for those that were not in the system. **In the process, more than 9,000 claims were released from the pend queue.**

Claims

# Provider Maintenance

**Client Type:**  
Third Party Administrator

**Project Scope:**  
Provider Maintenance,  
Claims Pend Clean-Up

**Duration:**  
8 Weeks

**Team Size:**  
5 Full-Time Employees