



Verisk's Pre-MSA and Cost Mitigation Provider Outreach service: Take control early to reduce MSA costs and get claims settled

June 20, 2023
2:00 PM – 3:00 PM EDT

Objectives

- Obtaining a better understanding of Verisk's Pre-MSA and cost-mitigation provider outreach services
- Identifying MSA cost drivers – and building cost-mitigation strategies to reduce costs
- Understanding how Verisk can help you reduce costs and get claims settled!
- Pre-MSA/Cost-mitigation provider outreach – FAQs
- Improving your practices!

Meet the Panel!



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Poll Questions #1

How often does an MSA derail your settlement?

- a. Frequently
- b. Sometimes
- c. Never

Poll Questions #2

Have you utilized our Pre-MSA service?

- a. Yes
- b. No

Poll Questions #3

What are the most significant blockers with settling cases involving an MSA?

- a. High RX costs
- b. Device implants i.e. spinal cord stimulator, IT Pump, nerve stimulator
- c. Proposed Surgeries
- d. High cost medical supplies

Identifying the Issues

Identifying the issues

- Unexpected MSA amounts can disrupt or derail settlements
- Many claims have the opportunity to reduce the MSA through cost mitigation strategies if you give yourself time
- Early analysis can help reduce both medical and administrative spending on a claim
- Catching claims that need additional intervention early in the MSA process will help get you the lowest defensible allocation

The Pre-MSA will reduce the need for reallocations:

37% of MSAs are reallocated within the first 6 months of completion.

Goals of the Pre-MSA & Cost Mitigation

Pre-MSA

- Identify cost drivers and reduce them via cost mitigation and/or outreach
- Identify where CMS may develop & resolve prior to finalizing the MSA

Cost Mitigation

- Cost mitigation on cost drivers, working directly with providers
- Obtaining missed records if gaps/missing records are noted in Pre-MSA

What is the Pre-MSA?

How does it work?

Pre-MSA – Key Features

Recommendations based on last 2 years of medical records & pay histories

Analysis/forecasting of potential exposure

Accurate estimates to help guide reserving and negotiation decisions

Identify cost drivers to help with cost-mitigation, intervention strategies, or settlement decisions

Insights into the MSA amount before full MSA allowing proactive claims management

Improve claims management efficiency

Convert to full MSA more easily and cost-effectively (credit given toward MSA cost if conversion is referred within 6 months of the date of completion)

Additional Services Option – Cost Mitigation Provider Outreach

What is Cost-Mitigation
Provider Outreach?

How does it work?


Cost Mitigation and Record Acquisition Outreach Program


Outreach Program: Clarify treatment & RX to eliminate cost drivers


- **Advisors & Nurses Identify** cost mitigation opportunities
- **Develop** outreaches needed for mitigation or clarification
- **Record Acquisition** active engagement with providers to obtain missing records
- **Cost Mitigation Outreach** direct to provider offering alternatives
- **Mitigation Recommendations** are provided for cost savings

Benefits of Outreach Program

 Medicare Expertise to know the documentation needed for CMS approval

 Obtain missing medical & RX records, clarify last DOS & surgery recommendation

 Saves time in the process and conserves claims handler resources

 Achieve maximum savings on file, with minimal investment

Cost Mitigation helps to remove high-cost medications, DME, or prosthetics from MSA as not part of future treatment plans.

In an MSA recently, we obtained prosthesis invoices requested by CMS during the review process. During this outreach, we confirmed with the provider that the recommended myoelectric prosthesis was no longer being pursued. We obtained clarification from the provider and submitted the information to CMS. CMS completed its review and issued a decision.

This saved over \$416,000 in potential exposure costs.

Which cases may be ripe for
Pre-MSA and/or Cost-
Mitigation Provider Outreach?

Identifying the Cost Drivers

Rx Cost Drivers

- Prescription medications costs are high on the claim
- Brand medications are prescribed/filling
- Multiple prescribers
- Duplicate medications that may need clarification and consideration of alternative medications

Implants & DME

- Recent discussion of device implantation such as spinal cord stimulator, IT pump, peripheral nerve stimulator
- High-cost medical supplies and durable medical equipment

Other Cost Drivers

- Recent discussion of surgery
- Multiple/numerous providers and frequent visits
- Frequent injection services

Real life case (and cost savings) examples!

Case Savings Examples!

Case Example #1

- Physician letter confirmed several costly medications were no longer being prescribed.
- We were able to remove those costs from the MSA.
- Overall MSA reduction/savings = approx. **\$630,000**

Case Example #2

- We confirmed the IT pump and esomeprazole were no longer recommended and obtained confirming medical documentation.
- Overall MSA reduction/savings = **\$256,116**

Case Example #3

- Per physician letter we obtained we were able to remove the oxycodone, lab work, urine drug screens, and spinal cord stimulator replacements (SCS implanted, but not working, no plan to replace).
- In addition, we were able to reduce the pain management and neurosurgery visits were reduced to annual.
- Overall MSA reduction/savings = **\$142,369**

Case Example #4

- Our team confirmed that Nurtec and Emgality were discontinued with one of the treating physicians, and that no further neurology or neurosurgeon visits were indicated for the industrial injury with another treating physician.
- Overall MSA reduction/savings = **\$619,908**

FAQs...

Pre-MSA/Cost Mitigation – FAQs

1. What is the best time to request the Pre-MSA?
2. Are there state specific restrictions that restrict your ability to conduct Cost-mitigation on a client's behalf?
3. What if I am trying to evaluate whether to settle or leave the claims open?
4. Who prepares the Pre-MSA?
5. What is the success rate of the cost-mitigation service?
6. What if there are multiple providers that require outreach?

Panel takeaways

Panel Takeaways...

1

Know your cost drivers and mitigation opportunities early in the case and manage them.

2

Remember – the Pre-MSA can be a great tool for early settlement planning and better position the file for CMS approval.

3

The Pre-MSA is a cost-effective option to identify MSA cost drivers early – allows for proactive management to help lower MSA allocations.

Other MSA services and resources

Improve MSA Settlement Outcomes with a Proactive Approach

Get expert insight into the issues and potential amounts of your MSA settlements to reduce payments later

As an industry leader, we are uniquely positioned to help you achieve compliance and cost savings. With the largest legal and medical team in the nation devoted exclusively to Medicare Secondary Payer (MSP) compliance, we can provide a quick and accurate analysis to determine if settlement of a case is feasible— and identify issues you can address before settlement to reduce the Medicare Set-Aside (MSA) amount.

Use Pre-MSA to gain advantage before the settlement process begins

To improve your chance of reaching a satisfactory settlement, you need an early, accurate MSA estimate. Unexpected MSA amounts are problematic because they can disrupt or derail settlements, causing insurers to stray from their primary goal of closing out claims as quickly and efficiently as possible. Those disruptions cost insurers extra time, resources, and money. But with CMS demanding ever-larger allocations for future medical costs, evaluating a claim's settlement potential has become increasingly difficult. Our fast and easy approach ensures that you'll settle claims at present-day value, paying only what's necessary—and nothing more.

Our Pre-MSA tool provides:

- valuable analysis and detailed forecast of potential exposure
- more accurate estimates to factor into your decisions about reserving and negotiations
- a clear outline of cost drivers for opportunities to mitigate ahead of settlement
- visibility into files that may be ready for settlement and those that may need additional intervention

We've helped our clients eliminate cost drivers, saving them more than

\$75 million in 2022 alone.*

*Based on 2022 client data

Verisk

Is uniquely positioned to help you achieve compliance and cost saving with our legal, medical, and technology expertise.

Insights

- Data from more than 1 billion industrywide claims
- The largest number of successful Medicare submissions in the industry
- Market-leading predictive analytics tools supporting enhanced triaging and resolutions
- Industry-leading OCR and text-mining capabilities

Advocacy

- The industry's largest and most experienced team of legal and medical MSP compliance experts
- Customized, flexible solutions based on your risk management strategy
- On-site file consultation and pickup

Results

- Improved claims outcomes and loss ratios
- Expedited settlements
- Mitigated risk and settlement consistency

Access it [here!](#)

Check out our “Question & Answer” resource!

Improve MSA settlement outcomes with a proactive approach FAQs and related services information



Pre-MSA and Cost Mitigation Provider Outreach Improve MSA settlement outcomes with a proactive approach FAQs and related services information

1. What is the objective of the Pre-MSA and Cost-Mitigation Provider Outreach?

The service puts you in the driver’s seat by identifying MSA cost drivers early in the claims cycle so that proactive cost-mitigation strategies can be devised. A MSA “snap-shot” is provided to give you an idea of potential MSA costs with targeted cost mitigation recommendations.

2. What is the Pre-MSA and Cost-Mitigation Provider Outreach?

In a nutshell, we identify potential MSA cost-drivers upfront to help you devise the right strategy to proactively reduce costs. Through our cost-mitigation provider outreach, we help you deploy the strategy -- we contact the claimant’s treating medical provider(s) to obtain necessary information or clarification regarding the claimant’s treatment, recommended treatment options, and other information to more accurately predict the MSA amount. Our Pre-MSA drives savings, ensures compliance, and helps expedite settlements. We guide you through the process and look for ways to save you money every step of the way.

In 2022, the cost mitigation service achieved nearly \$75 million cost reductions for our clients. In a nutshell, as MSA costs increase, this service can help you level the playing field – either case by case, or as part of a larger settlement initiative!

3. How is the Pre-MSA and Cost Mitigation Provider Outreach helpful?

Through this service, we analyze each case, evaluate future medical exposure, and develop a report with information to help document your file—often at a lower cost than an MSA. The Pre-MSA tool allows you to allocate resources to pay for future treatment early in the life of a claim.

This service delivers several benefits to help you reduce MSA costs and get claims settled including:

- a more accurate estimates consider regarding reserving and settlement negotiations
- valuable analysis and an assessment of potential exposure
- increased accuracy based on an analysis of claim specific factors, treatment behaviors, and prescription drug requirements

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1. What is the objective of the Pre-MSA and Cost-Mitigation Provider Outreach?
2. What is the Pre-MSA and Cost-Mitigation Provider Outreach?
3. How is the Pre-MSA and Cost Mitigation Provider Outreach helpful?
4. What is the Cost-Mitigation Provider Outreach component?
5. Can the Pre-MSA be converted into a full MSA? Will you credit the Pre-MSA fee?
6. How can I learn more about Verisk’s Pre-MSA with Cost-Mitigation Provider Outreach?

Access the article [here!](#)

How Verisk can Help! – MSA and Allocation Services

Proactive and customizable services to help you reduce costs and settle claims...

- ✓ Medicare Set Aside
- ✓ Pre-MSA
- ✓ Legal Zero
- ✓ MSA Second Look/ CMS Amended Review
- ✓ Submissions & Re-Reviews
- ✓ Cost Mitigation/Record Acquisition/Provider Outreach
- ✓ Medicare/SSD status check

Benefits of our Approach:

- Medical/ Legal Dedicated Team
- ✓ Proactive Cost Mitigation
 - ✓ *Saved clients over \$75M in 2022*
 - ✓ *MSA Second Look Savings – \$42M*
- Robust QA & SME support
- Highest volume CMS submitter in industry allows for better accuracy

Next steps...let's chat!

Questions?



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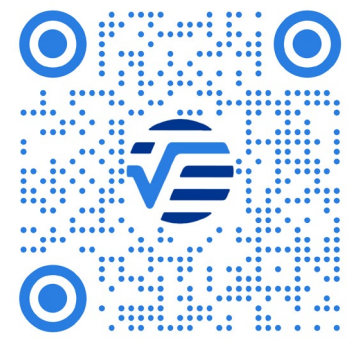
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