



ENHANCED BENEFIT MANAGEMENT & ANALYTICS

Consulting service designed to optimize benefit plan performance and save millions annually

While controlling benefit administrative costs is important, it only accounts for roughly 6% - 10% of the total spend. The opportunity for substantial savings comes with improving benefit plan performance, including benefit design, reimbursement strategies, and network performance. This approach can yield savings of a few dollars per member per month rather than a few pennies.

That is what SKYGEN's Enhanced Benefit Management (EBM) program does. SKYGEN's benefit analysis experts use the industry's most sophisticated data analytics to delve deeply into factors that affect the cost of the benefit plan, then use these findings to develop benefit management strategies specific to your market, and will help you implement those strategies if you choose.

SKYGEN 'S EBM PROGRAM BENEFITS ALL PAYERS AND THEIR PRODUCT OFFERINGS



Our analysts collaborate with the client to design custom benefit plans that meet the client's needs.



Our EBM program identifies outliers in the client's provider network – and offers recommendations to educate these providers to improve the client's overall network performance and program outcomes.



Our EBM program streamlines the often complex reimbursement process by greatly reducing custom reimbursement schedules.



Our analysts can ensure payments are issued only for medically necessary services, resulting in greater benefit cost and quality efficiencies and strong protection from unnecessary treatments.



Our analysts review all required authorizations, thus ensuring members receive better access to safe, appropriate care.



Leveraging our benefit administration software, the Enterprise System, our customizable provider rating program and Find-A-Provider feature can steer members to lower-cost, high-quality providers.

EBM PROGRAM COMPONENTS

MARKET ANALYSIS

SKYGEN's EBM program starts with our team of analysts using big data to perform an in-depth analysis of how benefit dollars are currently being spent – and perhaps should be spent – in each of your markets. The results are reviewed and strategies are developed to ensure precious program dollars are being spent as effectively and efficiently as possible.

Once the strategy is approved, SKYGEN can implement it for you, or turn it over to your internal team. Either way, you have support at every critical step.

PROVIDER ANALYSIS

The next step in our EBM program is to identify the top-performing providers – those who are delivering the most appropriate and efficient care, and are focused on the best interests of the program. We then recognize these providers and, in doing so, encourage the same positive behaviors throughout their market.

SKYGEN's analysts can also identify providers who are over-treating patients. This could include, for example,

performing more of a particular procedure than their peers. Armed with this information, you can initiate the appropriate intervention for each provider. In each case, SKYGEN's experts work with our clients to reduce needless costs, leaving more money available to deliver care to those who need it.

BENEFIT PLAN ANALYSIS

SKYGEN's experts also perform data-driven benefit plan analysis to help optimize the overall spend on benefits. For example, depending on the client, the analysis may look at factors such as how reallocating dollars to expand preventive services will reduce the need for more expensive procedures.

REIMBURSEMENT ANALYSIS

SKYGEN also analyzes your reimbursement schedules and methodologies, at both the provider and the program level. From there, we can develop reimbursement strategies to ensure your program dollars are being spent in the most efficient and effective manner.

CLIENT CASE STUDY

THE CLIENT

Large health plan offering dental benefits for children and adults

THE CHALLENGE

- Incorporate a sudden membership increase of 30% without escalating costs
- Deliver more appropriate care and services to more members

THE SOLUTION

- Deploy our EBM Program to optimize benefits and scale new business
- Greatly reduce custom reimbursement schedules
- Educate higher cost providers

THE RESULTS



Reduced the cost of benefit delivery by almost \$3 per member per month



Increased savings by \$62 million over 2 years, and ongoing



Maintained extraordinary provider satisfaction and strong access to care for members



Drove provider web portal usage to near 100%



Increased electronic claims submissions to near 100%



Increased providers accepting electronic remittance advices to near 100%

About SKYGEN

SKYGEN powers transformation of specialty benefits administration with technology and service solutions that reduce healthcare costs, improve access to care, increase healthcare value and elevate experiences and satisfaction for all stakeholders. SKYGEN partners with healthcare payers, delivery systems, and state regulatory agencies to administer dental and vision and other specialty benefits in both commercial and government markets. With its intelligent software-as-a-service (SaaS) automation, third-party administration (TPA), marketplace connectivity and risk management solutions, SKYGEN powers the nation's leading healthcare organizations and serves 44 million member lives across all 50 states plus the District of Columbia and Puerto Rico.

For more information, please visit [SKYGENUSA.com](https://www.skygenusa.com).