

The background of the top half of the page is a blurred cityscape at night with bokeh light effects. In the foreground, a person is seen from behind, sitting at a desk with two computer monitors displaying data. The person is wearing a light-colored shirt.

ENHANCED BENEFITS MANAGEMENT (EBM) Optimizing Dental Plans for Superior Performance

SKYGEN's Enhanced Benefits Management (EBM) optimizes dental and vision benefit performance through advanced analytics, clinical expertise, and targeted provider engagement. By identifying what traditional systems miss, EBM drives proactive behavior change, strengthens claims integrity, and reduces unnecessary spend while protecting member health—using a structured, evidence-based approach from analytics to clinical validation to payer collaboration.

ADVANCED ANALYTICS FOR COST & NETWORK MANAGEMENT

EBM provides a comprehensive view of benefit utilization across the network, provider population, and membership base. These insights reveal cost drivers, emerging risks, and patterns that traditional systems often overlook.

Analytics include:

- Network Analysis: PMPM trends, utilization shifts, high-frequency procedures
- Provider Analysis: Proprietary flagging, code ratio analysis, irregular billing patterns
- Member Analysis: Demographic shifts, cross-provider utilization, alignment opportunities
- Rules Analysis: Identification of rule gaps, emerging trends, and improper use patterns

CLINICAL INSIGHTS + DATA: A POWERFUL FEEDBACK LOOP

Clinical Insight + Data: A Powerful Feedback Loop

Analytics alone do not determine action.

SKYGEN clinicians evaluate identified trends to determine whether patterns reflect appropriate, evidence-based care. This partnership between analysts and clinicians ensures findings are accurate, clinically sound, and centered on member outcomes before intervention is considered.

COLLABORATIVE DECISION-MAKING & TARGETED ACTION

Following analytics and clinical validation, EBM moves into a cross-functional review where key stakeholders collaborate to confirm context and determine next steps. Payers review findings to ensure alignment before any intervention occurs. When action is required, EBM applies targeted, proportional interventions to correct behavior, strengthen claims integrity, and protect the program.

TARGETED PROVIDER INTERVENTIONS INCLUDE



Peer-to-Peer Provider Education



Network-Wide Education for Systemic Trends



Inquiry Calls to Clarify Documentation or Variation



Provider Chart Audits



Targeted Prepayment Review

Enhanced Claims Management (ECM): EBM insights may be translated into refined care rules—implemented, updated, or enhanced to prevent improper claims, reinforce evidence-based practices, and improve adjudication accuracy while reducing fraud, waste, and abuse.

Special Investigations Unit (SIU): SKYGEN's SIU investigates suspected fraud, waste, or abuse—working independently or with payer teams to ensure compliance and program integrity.

DRIVING SUSTAINABLE IMPACT THROUGH PROACTIVE INTERVENTION

While audits and recoupment remain important, EBM's greatest financial impact comes from proactive behavior change. By identifying issues early and guiding evidence-based care, EBM delivers sustainable, compounding improvement. Through advanced analytics, clinical expertise, and targeted intervention, EBM strengthens program integrity, improves outcomes, and reduces unnecessary spend—helping payers address issues before they escalate.

