

PayerView 2016: Payer Report Card

5 Market Changes That Will Impact Performance and Invite Collaboration



Who Does It Best? This Year's Top-Scoring Payers Aren't Who You'd Expect

New Payers Entered the Ring, Revealing Striking Shifts Among Traditional Top Performers

- 1 **Cigna**
- 2 **Capital Blue Cross Pennsylvania**
- 3 **Anthem Blue Cross and Blue Shield in Maine**
- 4 **Health New England**
- 5 **Medicare Part B Washington State**
- 6 **Blue Cross and Blue Shield of North Carolina Medicare**
- 7 **Blue Cross Blue Shield of Massachusetts**
- 8 **UniCare**
- 9 **Medicare Part B Indiana**
- 10 **CareFirst BlueCross Blue Shield Washington, DC**

Who's Who?



Commercial Payers

Experienced and established with strong market share and robust processes



National commercial payers leading the pack on Electronic Remittance Advice (ERA) transparency and enrollment efficiency



Blues

Refined, streamlined processes and best practices through collaboration within BCBS Association



Winning at Days in Accounts Receivable (DAR) and denial rate



Medicare Part B Payers

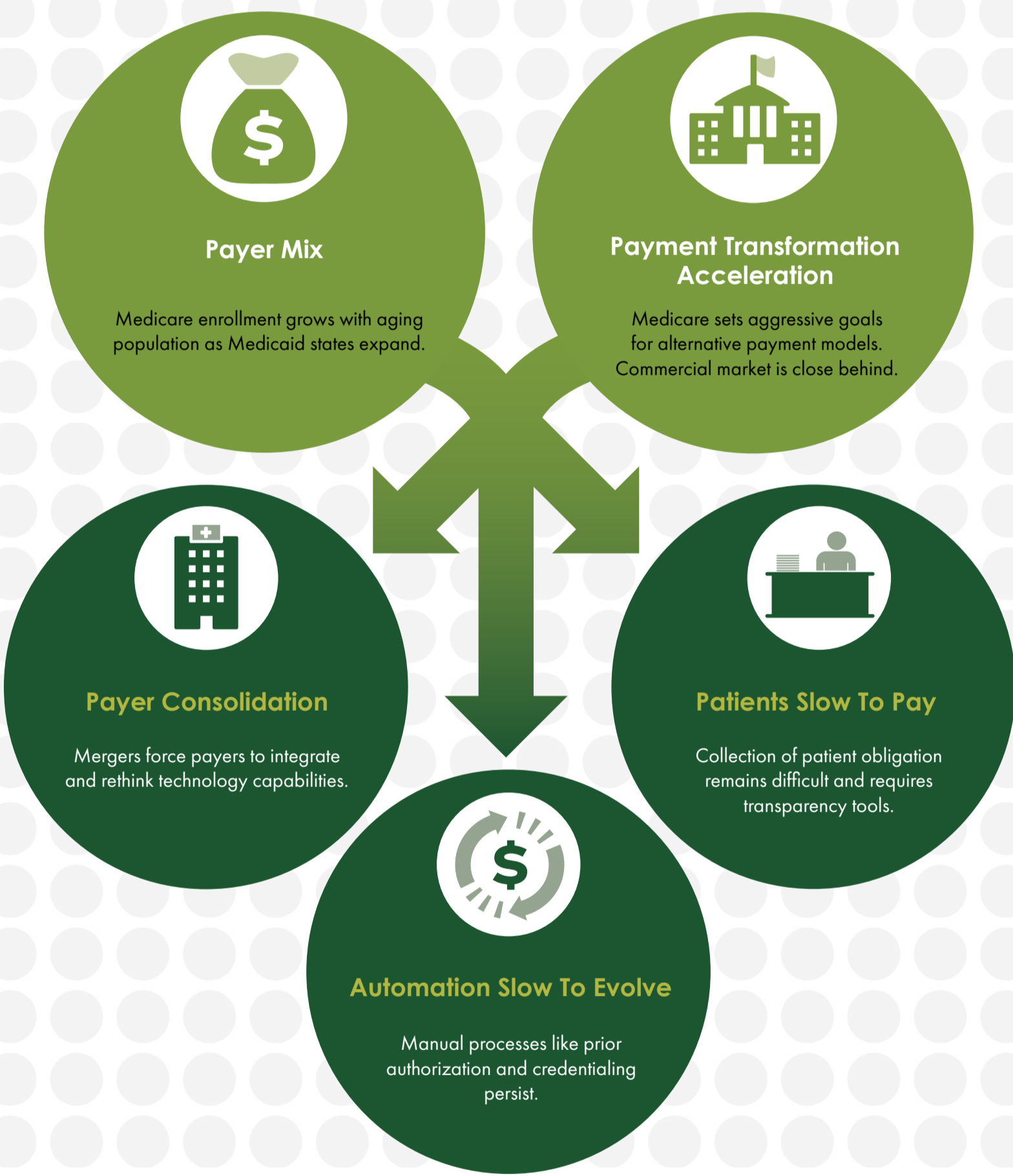
Standardized claims adjudication systems and rules



Top of the class in first-pass resolve rate, benefit reliability and eligibility accuracy

Market Dynamics at Work

5 Major Changes Impacting Payer Performance



Collaboration is Key

Payers, Providers and Partners Must Work Together To:



1

Automate manual workflows to expedite processes, free up time for care delivery, and boost revenue.



2

Embrace new tools and transactions to provide robust patient benefit information in a more efficient way.



3

Investigate and integrate new platforms and technologies.



4

Work with industry partners to develop effective administrative processes.



5

Plug into clinical data sharing and reporting capabilities to manage risk.

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