



Case Study:

Enhancing Medicare Part B Administration: How a TPA Streamlined Operations with HealthAxis' Scalable Technology and Expert Support



in today's dynamic healthcare environment, third-party administrators (TPAs) managing complex benefits must balance operational efficiency with ever-changing regulations. This case study explores how one of the largest TPAs in the country partnered with HealthAxis to streamline operations, ensure compliance, and enhance member retention through a highly configurable core administrative platform backed by dedicated client support and 60 years of experience.

BACKGROUND:

For over 24 years, HealthAxis has partnered with this leading third-party administrator (TPA) to manage the complexities of benefits administration. As a trusted partner, the TPA has consistently focused on retaining long-standing client relationships while adapting to new challenges in the evolving healthcare landscape. Specializing in Medicare and Commercial plans for a diverse population, including retirees and actively working members, the TPA required a flexible and scalable solution to navigate regulatory changes, streamline operations, and ensure continued satisfaction for their clients and the members they serve.

CHALLENGE:

The TPA needed a robust and flexible core administrative platform to efficiently manage its complex Medicare Part B and Supplement administration processes. As a payer focused on self-funded employer groups, they faced several challenges:

- **Navigating Regulatory Complexity:** Adapting to evolving CMS requirements to avoid penalties and financial risks.
- **Enhancing Operational Efficiency:** Reducing manual processes to streamline claims processing and audit preparation, reducing costs.
- **Scalability:** Customizing solutions to meet client-specific needs without disrupting operations.
- **Improving Accuracy:** Ensure accurate processing of claims and generating accurate and comprehensive reports.

Powering TPAs With Smarter Technology
& Expert Support for 60 Years

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SOLUTION:**Enhancing Benefits Administration With Flexible TPA Solutions**

To address these challenges, the TPA partnered with HealthAxis for its AxisCore™ platform—a scalable core administrative solution with built-in support to streamline operations and ensure compliance.

Comprehensive Solution Provided:**Streamlined Claims Processing**

All complex calculations are automated and can be totally auto-adjudicated without user involvement except when the client's business rules require the claim to stop for internal review.

These automated workflows:

- Reduced processing time.
- Improved accuracy.
- Reduced costs.

This enables the TPA to focus on strategic priorities.

**Regulatory Adaptability**

Proactive updates to CMS regulations ensure ongoing compliance and mitigate financial risks. HealthAxis' business analysts collaborate closely with the client to create detailed design documents for system updates. These documents translate complex regulatory requirements into actionable workflows, enabling quick and accurate implementation of changes.

Non-compliance with CMS regulations could lead to a range of issues, including:

- **Financial Penalties:** Fines imposed by CMS for failure to adhere to regulations.
- **Audit Failures:** CMS audits could reveal deficiencies, leading to costly remediation efforts and reputational damage.
- **Reimbursement Delays or Denials:** Inadequate compliance could cause payment delays or denials for claims, disrupting cash flow.
- **Increased Administrative Burden:** Non-compliance often requires additional time and resources to address errors or implement corrections after audits.

By staying ahead of regulatory changes, HealthAxis has helped this TPA avoid these risks and maintain smooth, compliant operations.



Improved Efficiency

Streamline workflows to handle CMS audits by auto-generating PDF documents with required claim processing screenshots and images of the submitted claim form and attachments. This saved significant time and manual effort for audits involving hundreds of claims.

Plus, with a web portal to view member data, claim activity, and Explanation of Benefits, Remittance Advice, or letter documents, various user types can access real-time data at any time of the day. The portal provides features tailored to members, providers, TPA users, as well as the client of the TPA.



"Our experience with HealthAxis spans many years and has been very satisfying. HealthAxis and our dedicated team have consistently demonstrated professionalism, and they have continued to perform at a high level. Their ability to adapt to our needs as it relates to Part B administration has been more than flexible and accurate. HealthAxis has displayed an ability to learn our clients' plans and help to ensure compliance with the ever-changing Medicare landscape. I truly appreciate and value the relationship with HealthAxis."

— Vice President & General Manager, TPA



Customized AxisCore™ Technology

HealthAxis' claims platform is fully configurable with its modular code base allowing the AxisCore™ Technology to adapt to the third-party administrator's specific needs and ongoing regulatory and brand changes.

The unique code base enables HealthAxis to complete and release new items to the client quicker, with minimal disruption to their operations. Additionally, the intuitive platform design ensures that updates are easy for the client to implement and integrate into their workflows.

RESULTS:

Streamlining Operations With 40 Hours Saved Weekly

HealthAxis' AxisCore™ Technology and tech-enabled services delivered measurable results for the TPA, improving operational efficiency, enhancing compliance, and driving member retention. By automating time-intensive processes, ensuring seamless integration of regulatory updates, and optimizing claims processing, HealthAxis helped the TPA overcome complex challenges and achieve strategic priorities.

Key Results:

Operational Efficiency

- Increased claims processing speed with minimal user involvement.
- Automated adjudication improved accuracy and reduced administrative costs.
- Allowed the TPA to reallocate resources toward strategic priorities without added complexity.

Audit Preparation

- 40 hours saved weekly by automating CMS audit workflows.
- In a recent audit involving 1,178 claims, automation eliminated the need for manual data packaging, previously requiring one full-time employee an entire week.
- Improved accuracy and consistency in audit submissions, reducing non-compliance risks and the need for rework.

Regulatory Success

- Ensured compliance with evolving CMS regulations, reducing the risk of substantial penalties and safeguarding operations.
- Integrated updates for the No Surprises Act, protecting beneficiaries from unexpected billing scenarios.
- Enhanced reporting capabilities by accurately capturing and reporting Qualifying Payment Amount (QPA) on provider Remittance Advice.

Member Retention

- Faster reimbursements and fewer errors improved client and member satisfaction.
- Strengthened member trust and engagement, helping the TPA reduce churn and lower acquisition costs.

Empower Your TPA With Smarter, More Scalable Technology

HealthAxis' AxisCore™ technology is built to empower TPAs with a scalable, configurable core administrative platform that streamlines operations, enhances compliance, and improves overall efficiency.

With AxisCore™, you can:

- **Automate Claims Processing:** Reduce manual effort, improve accuracy, and accelerate adjudication with advanced automation.
- **Ensure Compliance with Confidence:** Stay ahead of evolving regulations with built-in updates that adapt to CMS and industry changes.
- **Simplify System Enhancements:** Benefit from a fully configurable platform that enables seamless updates and quick deployment with minimal disruption.
- **Leverage Dedicated Support:** Gain access to expert guidance from a team that ensures smooth implementation and ongoing system optimization.

For decades, TPAs have trusted HealthAxis to provide the technology and expertise needed to navigate industry complexities. AxisCore™ delivers the automation, adaptability, and support to help you scale efficiently and confidently.

Ready to power your TPA with smarter technology and expert support?

Scan the QR code to connect with our team and discover how AxisCore™ helps TPAs streamline operations, enhance compliance, and drive efficiency—**backed by 60 years of industry expertise.**



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