

## PCU/SCU Success Stories



HCC Life Insurance Company's Preliminary Claim Unit (PCU) and Specialty Claim Unit (SCU) work with clients to directly control costs to the plan. Below are a few success stories in which these cost containment programs recognized substantial savings through the use of HCC Life preferred vendors.

### Post-Pay Audit

The PCU looks at the net cost of each overall claim received as well as high-dollar line items. Occasionally, we seek the assistance of a vendor that specializes in clinical bill audit by using nurses and certified coders to review claims with the appropriate hospital staff to achieve write-offs and/or corrected billings. One recent claim resulted in the removal of an erroneous trauma coding, **reducing the claim by \$25,047.**

### Drug Infusions

A broker contacted the PCU for assistance with a member who was receiving eight-hour Felbogamma injections at her physician's office that charged \$35,865 for the drug and \$1,975 for nursing services. With help from our pharmacy consultant and coordination with the case manager, the plan member now receives infusions in his/her home at a cost of \$2,245 for the drug and \$600 for nursing. **This new regimen saves the plan \$34,995 per injection.**

### Local Relationships

The PCU prides itself on finding the best resources for its clients. Rather than use one standard cost containment method, the PCU thinks outside the box and looks for unique relationships, claim specific expertise and the inside track whenever possible. This way of thinking can go a long way on a catastrophic case. For example, when a plan member acquired meningitis and incurred several claims from multiple facilities and ancillary providers, PCU found a resource with a good rapport with providers in that particular area and was able to reprice more than a dozen claims for **a total of \$193,000 in savings to the plan.**

### Stem Cell Transplant

A seven year old with leukemia was admitted to a transplant center for an allogeneic stem cell transplant. The SCU worked with the Third Party Administrator to place a preferred case rate through one of our transplant specialty networks rather than use the PPO, which only had a 30% off billed charges discount. Charges for the pre-transplant chemotherapy and transplant totaled \$917,000. **The specialty network case rate was only \$433,000, resulting in \$484,000 of savings, \$209,000 more savings than the PPO discount.**

For highly-specialized, high-dollar care it is best to utilize specialty networks with specific contracts designed to optimize cost savings. HCC Life has access to transplant networks that together have more than 190 facilities and 822 transplant programs.

### Neonate Case

A premature baby born at 29 weeks was in the NICU for 53 days with a total of \$566,000 in billed charges and a PPO discount of \$72,000. HCC Life collaborated with the Third-Party Administrator to refer the bills to a vendor specializing in NICU forensic audits. The audit rendered about \$240,000 in questionable charges, most of which were for the inhaled Nitric Oxide, a gas occasionally used for premature infants. The use of this gas is extremely limited, as outlined by the FDA. In this case, the gas was used outside the FDA guidelines, and therefore, deemed experimental under the plan. **The plan saved \$240,000.** PPO discounts simply apply a percentage off discount to total billed charges, but it takes a sophisticated bill review to determine if NICU charges are appropriate and covered under the benefit plan.

**Contact your HCC Life regional marketing representative to learn more about how the PCU and SCU can help save your clients money.**

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