

Be prepared for the "No Surprises Act," because nobody likes billing surprises – especially your members.

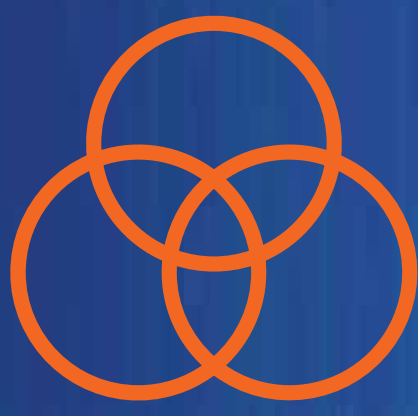
"No Surprises" legislation addresses surprise medical billing at the Federal level. It creates an additional burden for provider data management.



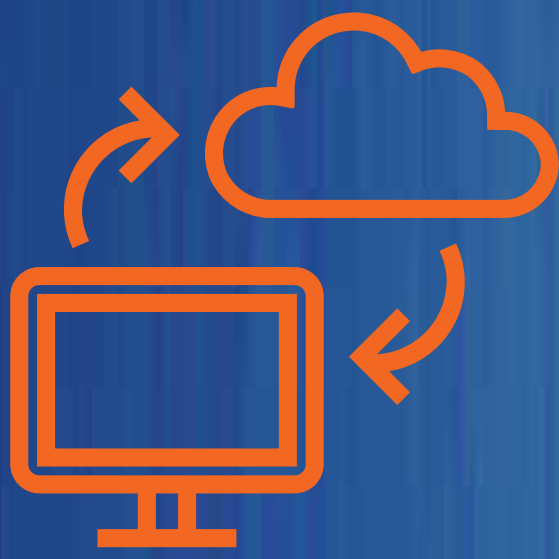
SECTION 107: Transparency regarding in-network and out-of-network deductibles & out-of-pocket limitations on health coverage ID cards.



SECTION 114: Maintenance of provider price comparison tool that allows patients to compare expected out-of-pocket costs for items and services across multiple providers.



SECTION 116: Protecting patients with an accessible provider directory with a verification process & response protocol with a publicly accessible provider database.



Recommendation:

Enable digital data capture of consumer data & corresponding plan information via an online self-service health coverage ID solution.

Include all plan deductibles & out-of-pocket limits, plus a telephone number & web address for consumer questions.

Recommendation:

Enable online price comparison capabilities within the provider directory by creating charge, payment, & allowable reimbursement profiles for all providers & related services.

Use ongoing analytics to gain insights to maximize claims related revenue.

Balance provider cost-effectiveness with outcomes to support consumer decision-making.

Recommendation:

Create a provider network data – "Source of Truth" via a master provider data index.

Mitigate data related risk & reduce costs by outsourcing provider data hosting.

Improve access & accountability to with single source of provider data.

Integrate an online chat solution within the provider directory to assist current & prospective clients.

Access data driven analytics to better understand consumer utilization.

Enable round the clock automated, personalized, & interactive chat responses aligned to the user journey, key regulatory requirements, & guided user experience.

**Don't be caught by surprise.
Perspecta is here to help.**

