

## Success Story

# National Automatic Sprinkler Industry Welfare Fund



Location: Landover, MD

No. of Participants: 18,802

Funds Administration: Health and Welfare Claims Administration

basys Customer Since: 2002

## Auto Adjudication: A Method to Faster and More Accurate Claims Processing

### The Situation

To increase claims processing efficiency by having fewer and fewer claims handled by an operator, so senior claims processors can focus on more “complicated” claims.

### The Solution

Increasing operational efficiency is a focus of any fund office or TPA as budgets tighten and your office is forced to do more with fewer resources. The basys auto adjudication product is an automation solution that helps you do more with less.

With auto adjudication, your office makes a series of decisions around types of electronic claims that are just “automatically adjudicated” based on a set of rules that you have established in your basys system. For example, you can determine that a routine office visit for a sore throat has no need to be reviewed and will be processed all the way to a provider check and an explanation of benefits with no human interaction. This not only means less work for your office, but it also means a faster turnaround for the provider payment and for the member to get their EOB. And throughout the process, since you set the rules for the auto adjudication, you maintain control for

auditing and quality control purposes.

Mike Jacobson, Fund Administrator for the National Automatic Sprinkler Industry Welfare Fund, says that it is an “understatement” to say that claims processing is faster since implementing the basys auto-adjudication solution.

For example, Jacobson notes that in the month of September 2012 his organization received 27,533 claims electronically, and of those claims 18,118 (65%) were auto adjudicated (processed to payment/EOB) without being touched by a claims processor.

### The Result

If your office is receiving more and more claims electronically, it may be time for you to look at how you can take advantage of electronic claims with further automation. Identifying how auto adjudication can be a solution for you with medical, dental and vision claims is as easy as scheduling a conversation with the basys sales team, and to further see how, with basys, everyone benefits.

### About basys

Since its inception in 1977, basys has specialized in Taft-Hartley health and retirement benefits administration software. We provide integrated solutions to trust fund offices, third party administrators (TPAs) and national multiemployer plans managing more than 2,500 benefit plans across the US and Canada. Our comprehensive suite of technology solutions provides health and welfare and retirement benefits administration accurately and efficiently. To learn more, visit [www.basys.com](http://www.basys.com).

