

Coverage Discovery

Power Reporting Portal Reports

What's New?

A new version of the Coverage Discovery (CD) Dashboard report will be available to all clients as of Monday, July 22nd. The new Coverage Discovery report still features much of the same information, but has a different look, feel and options to choose from.

The most significant change users will notice is that there are now 2 Summary tabs to select from:

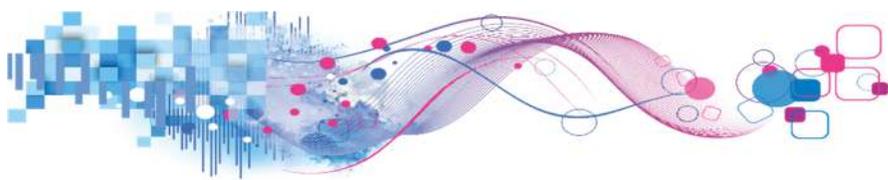
The first tab, **Summary – Total**, takes a look at the **total** number of coverages CD found. In this context, “total” means that this can be a 1:Many result. For instance, 1 patient account is sent to Coverage Discovery, but 3 different active responses were sent back to the client.

CD Summary - Total Requests							
Requests	Duplicate Requests	Non-Duplicate Requests	Billed Requests	Total Requests Found Coverage	% Found Coverage - Total	Value of Found Coverage	Avg. Value of Found Coverage
16,735	1,664	16,282	0	115,417	689.67%	\$25,051,962	\$439

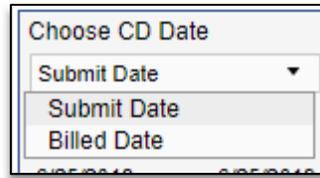
The next tab, **Summary – Unique** shows the unique coverages found by CD. Here, “unique” equates to how many patient accounts were sent to CD and returned any active coverage responses. This is a 1:1 match.

CD Summary - Unique Requests							
Requests	Duplicate Requests	Non-Duplicate Requests	Billed Requests	Unique Requests Found Coverage	% Found Coverage - Unique	Value of Found Coverage	Avg. Value of Found Coverage
16,735	1,664	16,282	0	8,565	51.18%	\$25,051,962	\$439

Both tabs contain an updated view of the same types of graphs and breakdowns as it did previously. Users will still see Top Payers with Found Coverage, Transaction Types, as well as a Trending graph at the bottom of the page. In addition, each report can still be filtered by Payer, Facility, Department, User, Insurance Class, Insurance Type and Product Interface.



Another new feature is the new “Choose CD Date” dropdown option. This option allows the user to toggle between Billed Date and Submit Date for any timeframe they choose within the past 12 months. The new Billed Date feature provides assistance to those clients who are attempting to understand their invoices.



The final two report options for review are the Tabular and Details tabs. The Tabular tab breaks down Found Coverage and Value of Found Coverage Trends by either Facility, Department, Payer or User. Finally, the Details tab provides the details of all CD requests made for particular patient account numbers.

Product Summary

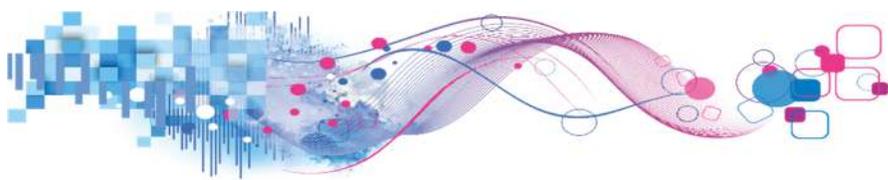
Coverage Discovery uncovers previously unknown coverage to help reduce bad debt write-offs. Coverage Discovery helps healthcare providers find billable Medicaid, Medicare and commercial insurances that were previously unidentified. In many instances, these accounts are unnecessarily destined for write-off or inappropriately qualified as charity. Coverage Discovery uses a proven search heuristics, historical information and multiple data sources finding hidden coverage or additional coverage on Self-pay, Medicaid, Medicare and commercial accounts.

Suggested Use

Managers and directors can use these reports to determine Coverage Discovery success and ROI.

Available Date Range

Data is limited to the prior twelve months plus the current month.

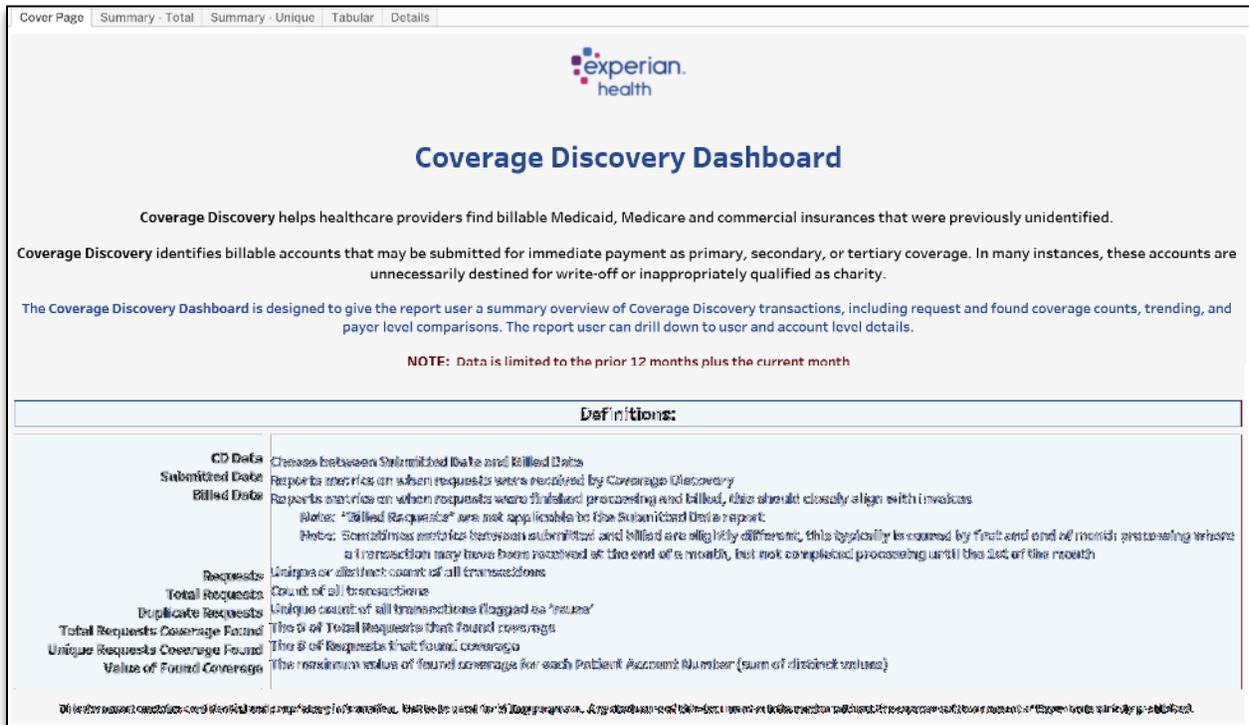


Navigation

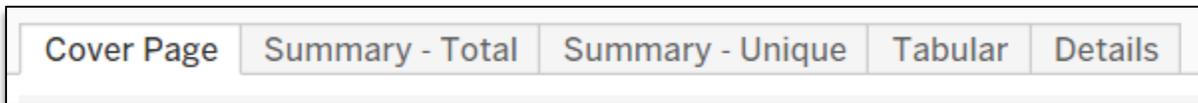
To access the Coverage Discovery reports, mouse over the Coverage Discovery link and click Coverage Discovery Dashboard.

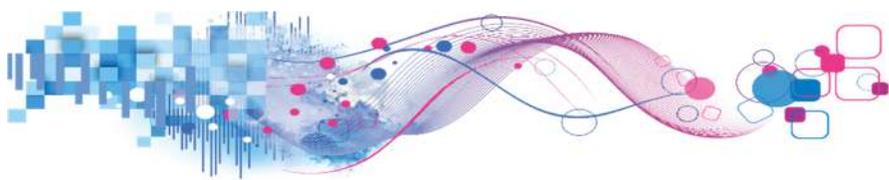


The Coverage Discovery cover page will display.



Select a tab to view the desired report.

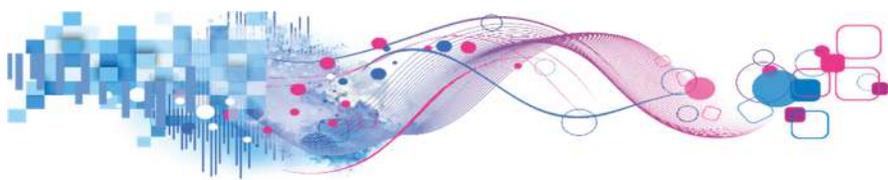




Definitions

The cover page contains helpful overview information about the report, such as definitions of terms that appear in the report. The definitions are also listed below for reference:

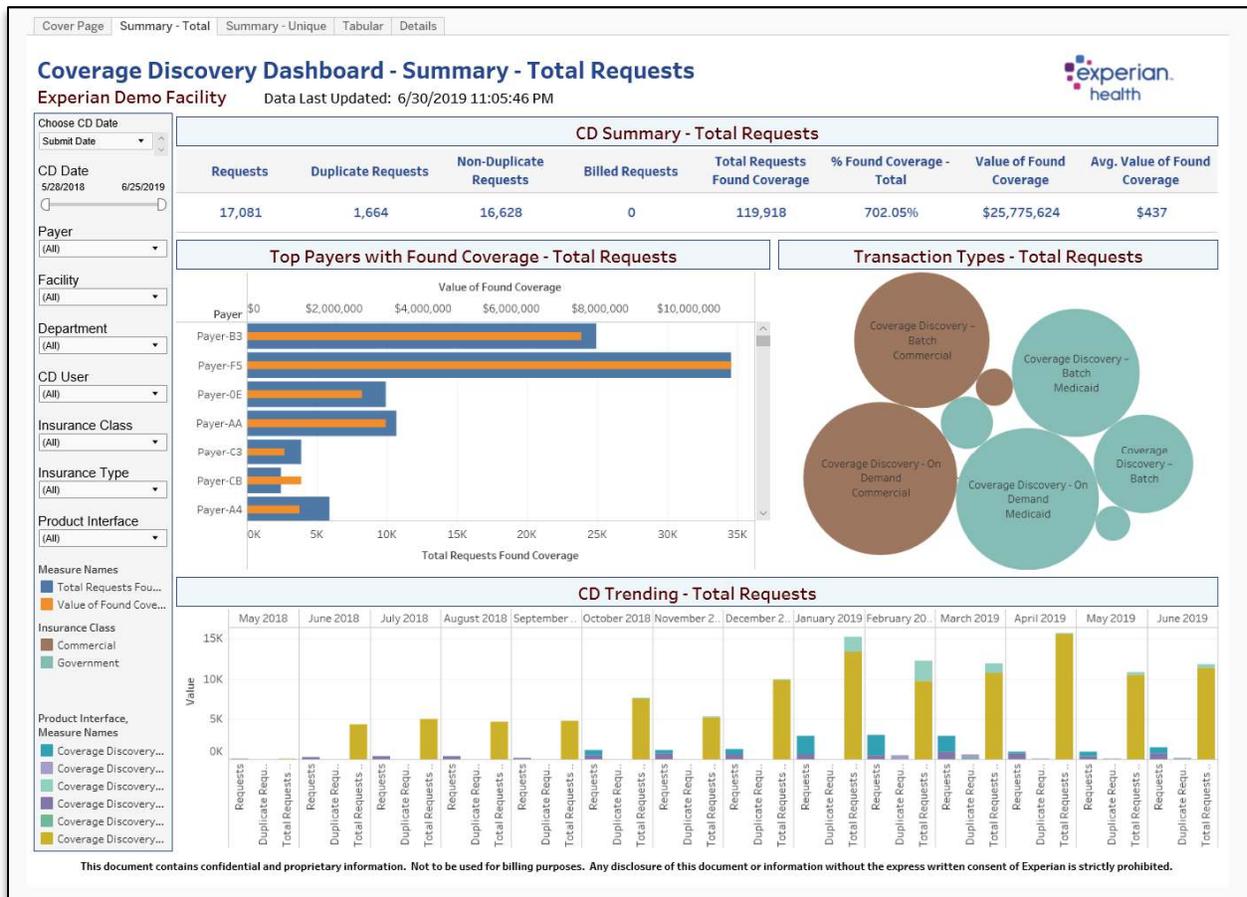
Submitted Date	Report metrics on when requests were received by Coverage Discovery.
Billed Date	Report metrics on when requests finished processing and were billed.
Requests	Unique or distinct count of all transactions.
Total Requests	Count of all transactions.
Duplicate Requests	Unique count of all transactions flagged as "reuse".
Total Requests Coverage Found	The number of total requests that found coverage.
Unique Requests Coverage Found	The number of requests that found coverage.
Value of Found Coverage	The maximum value of found coverage for each Patient Account Number (PAN) (sum of distinct values)



Summary – Total Requests

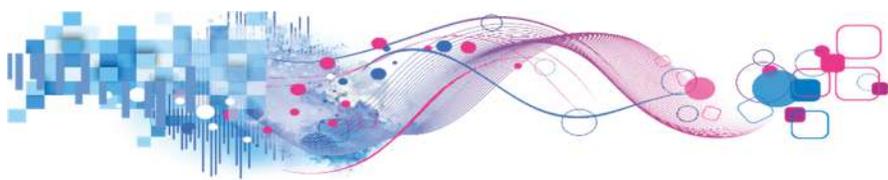
On the **summary – total requests** tab, users can view the count of all Coverage Discovery transactions. This is a one-to-many view, meaning that one patient may have multiple identified coverages, and this report accounts for all of the found coverages.

Graphs are displayed with breakdowns of **top payers** with found coverage, **transaction types**, and **trending**.



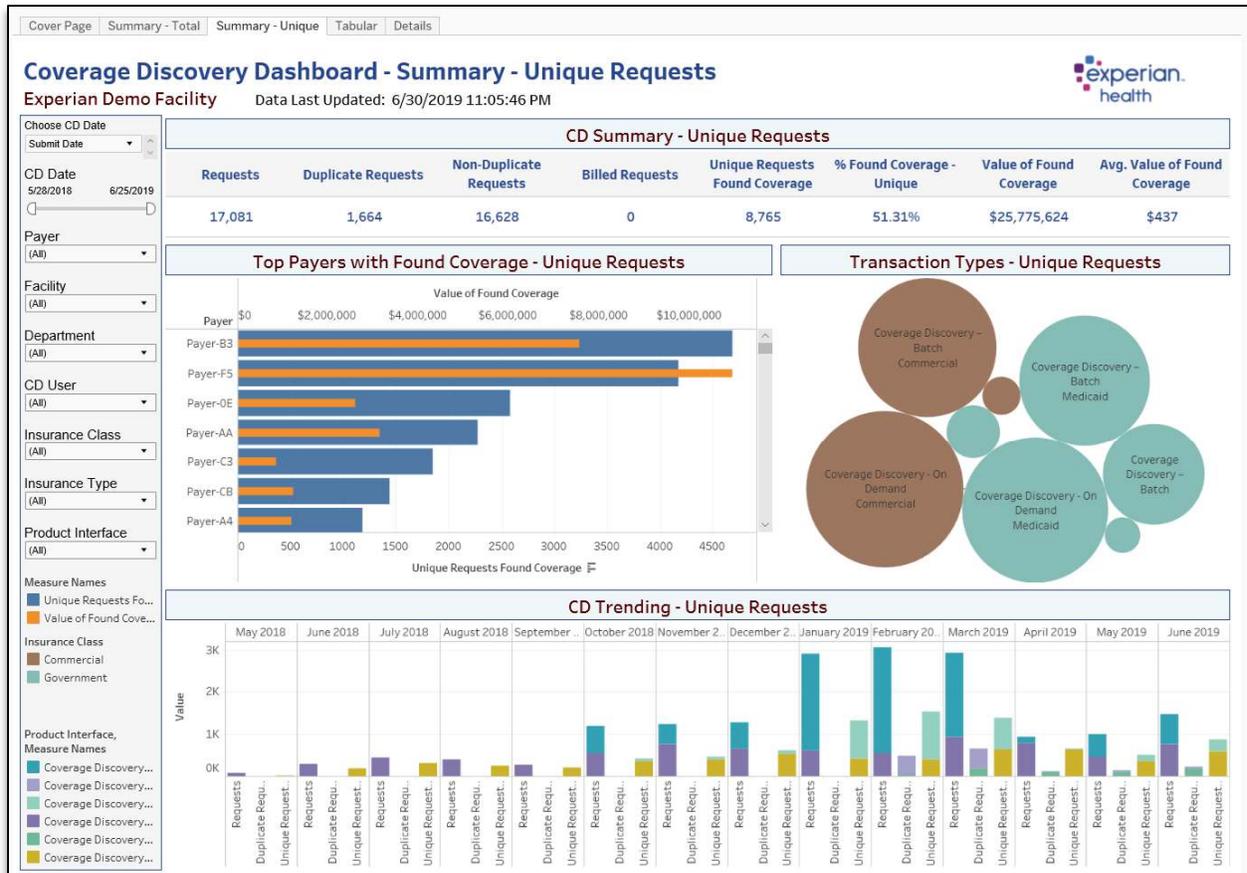
The report parameters on the left side of the page allow users to filter the data as desired. Users may filter by CD date, payer, facility, department, user, insurance class, insurance type, and product interface. For CD date, users may choose between **submitted date** and **billed date**:

- **Submitted Date** – Provides metrics on when requests were *received* by Coverage Discovery.
- **Billed Date** – Provides metrics on when requests were *finished processing and billed*. While reports are not intended to be used for billing purposes, billed date should typically closely align with invoices.



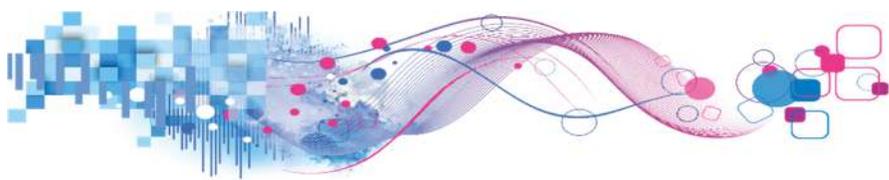
Summary – Unique Requests

The Summary – Unique Requests tab shows the total number of unique “one to one” transactions. In this 1:1 view, one patient equals one request, regardless of if multiple coverages were found for that patient.



The report parameters on the left side of the page allow users to filter the data as desired. Users may filter by CD date, payer, facility, department, user, insurance class, insurance type, and product interface. For CD date, users may choose between **submitted date** and **billed date**:

- **Submitted Date** – Provides metrics on when requests were *received* by Coverage Discovery.
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Tabular View

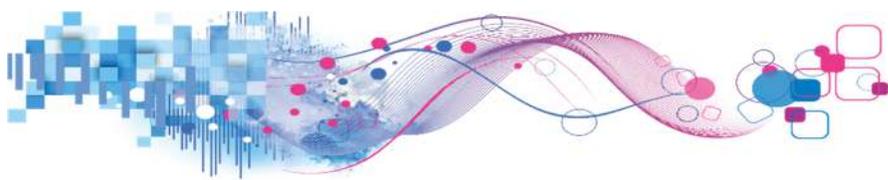
The Tabular view of the data breaks down Found Coverage and Value of Found Coverage Trends by either Facility, Department, Payer or User.

Coverage Discovery Dashboard - Tabular

Experian Demo Facility Data Last Updated: 6/30/2019 11:05:46 PM

Grouping Selection	Grand Total		5/1/2018		6/1/2018		7/1/2018		8/1/2018	
	Found Coverage	Value of Found Coverage								
Facility-3	4,039	\$7,615,228							11	\$739,527
Facility-9	1,735	\$9,198,197	5	\$22,407	41	\$90,273	47	\$77,917	49	\$72,125
Facility-A	1,489	\$7,172,280			68	\$668,520	164	\$754,920	63	\$649,800
Facility-C	1,743	\$1,791,360	12	\$11,160	87	\$125,640	118	\$162,720	136	\$143,640

Select View
 Facility: (All)
 Trend Date: Month
 Found Type:
 Unique Requests F...:
 Choose CD Date: Submit Date:
 CD Date: 5/28/2018 to 6/25/2019
 Payer: (All)
 Facility: (All)
 Department: (All)
 CD User: (All)
 Insurance Class: (All)
 Insurance Type: (All)
 Product Interface: (All)



Details

The details tab provides transaction specifics about your facility's use of Coverage Discovery, providing the details of all CD requests made for particular patient account numbers (PAN).

CD Details - Limited to 1,000 rows														
PAN	Request ID	Billed Request	CD Date	Date of Service	CD User	Payer	Did Find Coverage	Value of Coverage	Value of Found Coverage					
0A0AE8ED64	457264	Yes	1/29/2019	1/8/2019	User-1E	Payer-0E	No	\$1,440	\$0					
						Payer-5E	No	\$1,440	\$0					
						Payer-7F	No	\$1,440	\$0					
						Payer-37	No	\$1,440	\$0					
						Payer-69	No	\$1,440	\$0					
						Payer-70	No	\$1,440	\$0					
						Payer-91	No	\$1,440	\$0					
						Payer-A4	No	\$1,440	\$0					
						Payer-AA	No	\$1,440	\$0					
						Payer-B3	No	\$1,440	\$0					
						Payer-C3	No	\$1,440	\$0					
						Payer-DA	No	\$1,440	\$0					
						460442	Yes	2/5/2019	1/22/2019	User-1E	Payer-0E	No	\$720	\$0
											Payer-5E	No	\$720	\$0
Payer-7F	No	\$720	\$0											
Payer-69	No	\$720	\$0											
Payer-70	No	\$720	\$0											
Payer-91	No	\$720	\$0											
Payer-A4	No	\$720	\$0											
Payer-AA	No	\$720	\$0											
Payer-B3	No	\$720	\$0											
Payer-C3	No	\$720	\$0											
Payer-DA	No	\$720	\$0											

Customer Support

For additional inquiries, please contact Experian Health Customer Support by creating a case in the **Customer Communities Portal**, or by e-mail or phone. Customer Support is available 24/7.

E-mail: Customer.Support@ExperianHealth.com

Phone: (866) 854-6796

Experian Health Product Dashboard: <http://www.experianhealthproductdashboard.com>

Payer Status: <http://www.passportsystemstatus.com>