

1. Regulatory Compliance

Challenge: Maintaining compliance with CMS and state regulations while ensuring that claims are processed accurately according to Medicare and Medicaid requirements.

Quantum Choice Solution: Quantum Choice (QC) automates claims adjudication and integrates CMS pricing and NCCI edits through its partnership with the Payer Compass Visium platform – for which the integration with Visium occurs in real time, during the initial pass of adjudication. This ensures that claims comply with state and federal regulations from an editing and reimbursement calculation standpoint. Additionally, QC generates encounter reports (X12 837 files) to facilitate accurate encounter reporting submission for Medicaid and CMS.

2. Accurate Claims Processing

Challenge: Ensuring claims are processed quickly and accurately while applying complex rules, edits, and pricing.

Quantum Choice Solution: QC automates the entire claims adjudication process, including scheduled EDI file importing and auto-adjudication, to ensure timely receipt, processing, and payment of claims. The system supports real-time application of CMS-focused editing and pricing through Visium, capturing every pricing detail to ensure payment accuracy and audit.

3. Financial Management & Revenue Reconciliation

Challenge: Managing A/R and A/P: Reconciling revenue of capitation payments and claims and capitated payments to contracted providers.

Quantum Choice Solution: For revenue tracking, the QC platform integrates accounting workflows to track expected revenue vs. actual, making financial reconciliation administration available within the core platform, and not “an external accounting (department) function”. QC streamlines provider payment processes – whether from claims or via sub-capitation payments, which with referrals and authorization records within the QC system, can facilitate reconciliation of the services rendered by the provider. For expense tracking, the QC platform enables tracking of A/P expenses via assignment of expenses to different GL accounts via user-selected criteria, whereby all expenses by account can be rolled up and easily reported on.

4. Care Coordination

Challenge: Coordinating care across interdisciplinary teams and managing provider referrals efficiently.

Quantum Choice Solution: QC provides a referral and authorization workflow that enables integration of the PACE plan’s UM/UR or EHR solution with the claims adjudication process. This workflow ensures that referrals and authorizations are managed efficiently and correctly affect the auto-adjudication process of claims, thereby reducing manual intervention and increasing coordination across teams, while ensuring accuracy and timeliness of claims payment.

5. Participant Data Security

Challenge: Maintaining data security and ensuring compliance with HIPAA and other regulations on data privacy.

Quantum Choice Solution: QC enables HIPAA administrative compliance via use of industry-standard X12-5010 transaction formats for importing claims and exporting encounters (to CMS). In relation to security, QC offers robust data security features including a user roles and permission configuration structure. Data within the QC database can be encrypted. These features ensure that sensitive participant data is secure.

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6. Encounter Reporting Compliance

Challenge: Ensuring that encounter data is accurately reported to CMS and Medicaid to meet compliance standards.

Quantum Choice Solution: QC automates encounter reporting by generating X12-5010 837 encounter files, ensuring that all encounter data is accurately captured and reported in compliance with federal and state regulations. This ensures that PACE organizations remain compliant without requiring manual intervention to generate the requisite files on a recurring basis.

7. Adaptability to Policy Changes

Challenge: Adapting quickly to changing healthcare policies, pricing rules, and reimbursement structures.

Quantum Choice Solution: QC allows for easy configuration of benefit plans, pricing rules, and claim adjudication processes to reflect updated healthcare policies. Real time integration with the Payer Compass Visium platform means your claims benefit from being processed using the most current CMS rules/edits and reimbursement guidelines and calculations – without manual intervention or scheduled batch processes. This ensures that PACE organizations can quickly adapt to changes in reimbursement structures and policy requirements, minimizing configuration, testing, potential downtime, and other administrative burdens.

8. Provider Management

Challenge: Managing provider networks, affiliations, and contracts efficiently.

Quantum Choice Solution: QC's provider data management area allows for the efficient tracking of provider details – including but not limited to: network affiliations, vendor and practice location information, and contract/reimbursement administration. This ensures that PACE organizations can manage multiple providers and reimbursement methodologies effectively all within one system, without need for duplication of provider records when a single provider has different reimbursement arrangements at the same time.

9. Managing Multiple Payment Models

Challenge: Handling various reimbursement methods for different providers, including capitation, fee-for-service, and sub-capitation.

Quantum Choice Solution: QC supports multiple reimbursement models, including fee-for-service, capitation, and sub-capitation. This flexibility allows PACE organizations to accommodate different provider payment methodologies for the same or different providers, and adjust payments based on contract, network, office location, member eligibility, and other parameters.

10. Enhancing Operational Efficiency

Challenge: Improving operational efficiency by reducing manual tasks and enhancing workflow automation.

Quantum Choice Solution: QC offers workflow automation and task management tools like ORION, which automate routine tasks and help manage claims workflows. PLEXIS Alerts is a platform to help monitor business activity in real-time, enhancing productivity and reducing the need for manual oversight by delivering key information to people and systems when needed, automatically.

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