

Helping Employers Reduce Their #2 People Expense: Healthcare

May 2024



Chris Chan
Chief Value Officer
cchan@finhealth.com

PLEASANTON

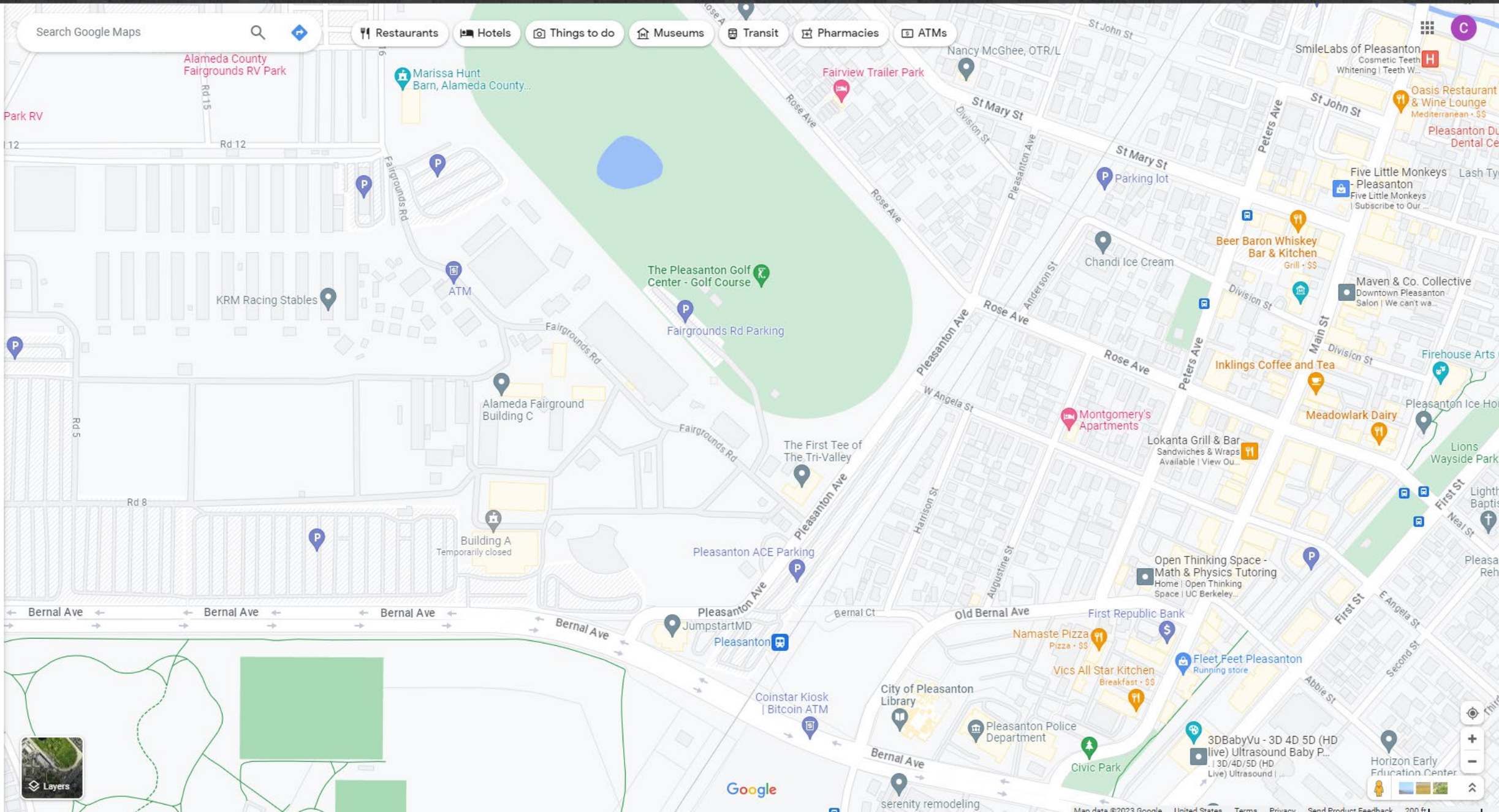
2017 1st PLEASANTON WED 1st WEDNESDAY STREET PARTY MAY - AUGUST | 6pm to 9pm ON MAIN STREET 2017 1st PLEASANTON WED



Search Google Maps

- Restaurants
- Hotels
- Things to do
- Museums
- Transit
- Pharmacies
- ATMs

- Saved
- Recents
- Pleasanton
- Carmel Valley...
- 5943 Pacheco...



Alameda County Fairgrounds RV Park

Marissa Hunt Barn, Alameda County...

Fairview Trailer Park

The Pleasanton Golf Center - Golf Course

KRM Racing Stables

Alameda Fairground Building C

The First Tee of The Tri-Valley

Montgomery's Apartments

Lokanta Grill & Bar Sandwiches & Wraps Available | View Ou...

Meadowlark Dairy

Pleasanton Ice Ho

Lions Wayside Park

Pleasanton ACE Parking

Pleasanton JumpstartMD

Coinstar Kiosk | Bitcoin ATM

City of Pleasanton Library

Pleasanton Police Department

First Republic Bank

Namaste Pizza Pizza · \$8

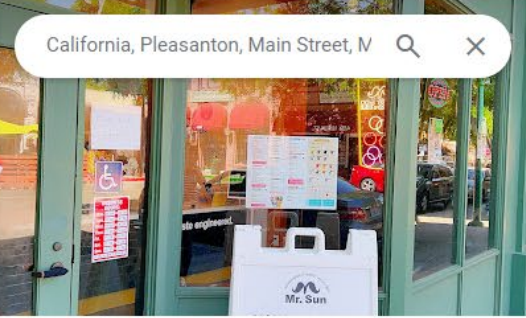
Vics All Star Kitchen Breakfast · \$3

Fleet Feet Pleasanton Running store

3DBabyVu - 3D 4D 5D (HD live) Ultrasound Baby P... | 3D/4D/5D (HD Live) Ultrasound |

Horizon Early Education Center

- Saved
- Recents
- Mr. Sun... 4 min
- Pleasanton
- Austin
- Dublin
- Danville
- 5943 Pacheco...
- 476 Lindberg...
- NorCal Courts



Mr. Sun Tea Pleasanton
 4.7 ★★★★★ (21)
 Bubble tea store

Overview Reviews About

Directions Save Nearby Send to phone Share

[ORDER ONLINE](#)

✓ Dine-in · ✓ Curbside pickup · ✓ Delivery

- You visited last week
- 440 Main St, Pleasanton, CA 94566
- Closed · Opens 11:30 AM
Updated by this business 1 week ago
- Menu
mrsunteausa.com
- mrsunteausa.com
- (925) 425-9033
- M46F+3M Pleasanton, California
- Send to your phone
- Add a label

Nearby restaurants Hotels Things to do Bars Coffee Takeout Groceries

Marissa Hunt Barn, Alameda County...

Fairview Trailer Park

Nancy McGhee, OTR/L

St Mary St

St John St

Peters Ave

St John St

SmileLabs of Pleasanton
Cosmetic Teeth
Whitening | Need Yo...

Charming Nail Sh
Nail Salons
Pleasanton | Profes...

J'aime Bridal
Plus Size | Sizes
16 to 26 available

Chandi Ice Crea

Anderson St

Rose Ave

St Mary St

Parking lot

Mr. Sun Tea Pleasanton
4.7 ★★★★★ (21)
Bubble tea store
Closed · Opens 11:30 AM
[Order online](#)

Firehouse Arts C

Lions Wayside Park

Pleasanton Ice Hol

Light Baptis

Neal St

Pleasanton Rehi

Open Thinking Space -
Math & Physics Tutoring
Math & Physics
Tutoring | UC Berke...

First Republic Bank

Namaste Pizza
Pizza · \$5

Fleet Feet Pleasanton
Shop Nike
Running Shoes

Pleasanton Adult and
Career Education

Tri Valley Community TV

Horizon Early
Education Center

City of Pleasanton
Library

Pleasanton Police
Department

Coinstar Kiosk
| Bitcoin ATM

Vics All Star Kitchen
Breakfast · \$5

Civic Park

Bernal Ave

Google
serenity remodeling

Map data ©2023 Google United States Terms Privacy Send Product Feedback 200 ft



7:37

5G 97%

< A American Express

Saturday, July 8

Amex Fraud Free: Did you just try to charge 95.70 USD on Card #29005 at ALAMEDA COUNTY FAIRGROUN? 1 if yes, or 2 to call Amex. STOP to opt out. [8008249289](tel:8008249289)

5:01 PM

📷 📷 + 🗨️ 📞

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- California, Pleasanton, Main Street, N
- Saved
- Recents
- Mr. Sun... 4 min
- Pleasanton
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- Dublin
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California, Pleasanton, Main Street, N



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M46F+3M Pleasanton, California

Send to your phone

Add a label

Nearby restaurants Hotels Things to do Bars Coffee Takeout Groceries

Map showing Pleasanton area with streets like Bernal Ave, Fairgrounds Rd, and Pleasanton Ave. Landmarks include The Pleasanton Golf Center and Civic Park.

Mr. Sun Tea Pleasanton
 4.7 ★★★★★ (21)
 Bubble tea store
 Closed · Opens 11:30 AM
[Order online](#)

Map data ©2023 Google United States Terms Privacy Send Product Feedback 200 ft

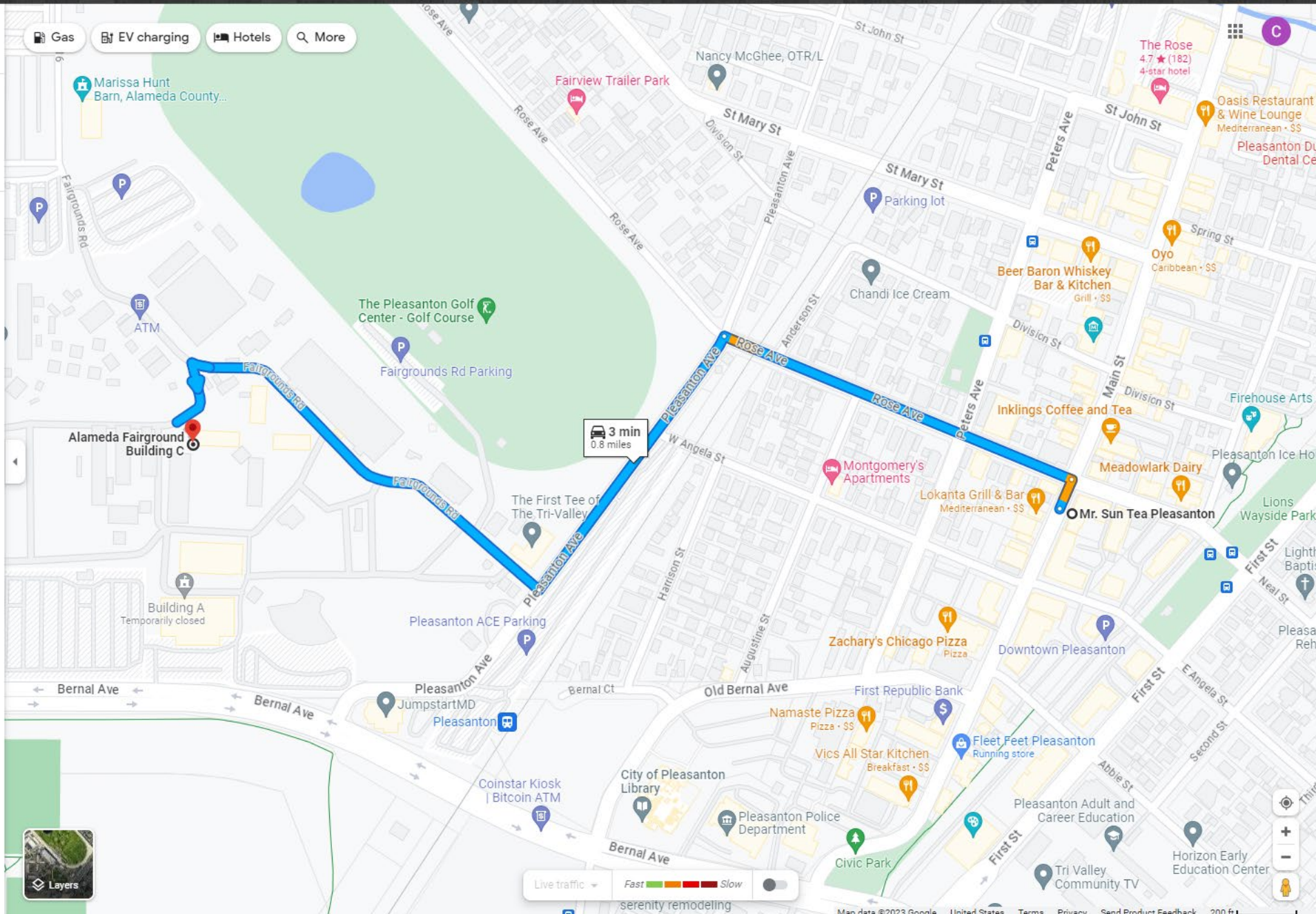
from Mr. Sun Tea Pleasanton 94566, California, PL... to Alameda Fairground Building C, Pleasanton, CA...

3 min (0.8 mile)
via Rose Ave, Pleasanton Ave and Fairgrounds Rd
Fastest route now due to traffic conditions
⚠️ This route has restricted usage or private roads.

Mr. Sun Tea Pleasanton
94566, California, Pleasanton, Main St

- ↑ Head northeast on Main St toward Rose Ave
108 ft
- ← Turn left onto Rose Ave
0.2 mi
- ← Turn left onto Pleasanton Ave
0.2 mi
- ↪ Turn right onto Fairgrounds Rd
⚠️ Restricted usage road
0.3 mi
- ← Turn left
⚠️ Restricted usage road
📍 Destination will be on the left
246 ft

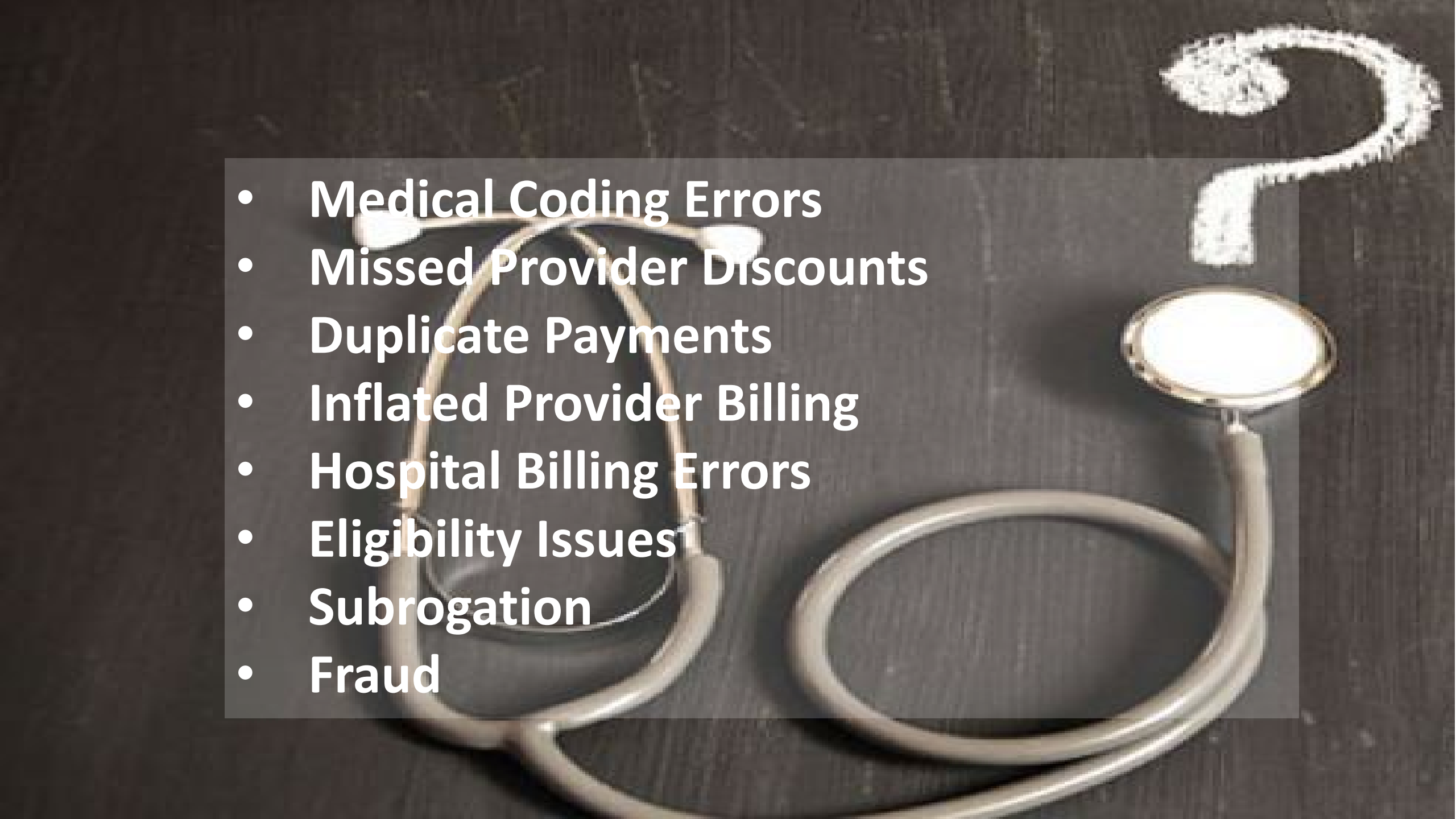
Alameda Fairground Building C
Pleasanton, CA 94566



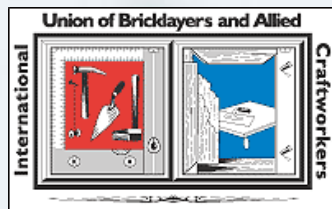
- Alameda... 3 min
- Pleasanton
- Austin
- Dublin
- Danville
- 5943 Pacheco...
- 476 Lindberg...
- NorCal Courts



Live traffic Fast Slow

- 
- **Medical Coding Errors**
 - **Missed Provider Discounts**
 - **Duplicate Payments**
 - **Inflated Provider Billing**
 - **Hospital Billing Errors**
 - **Eligibility Issues**
 - **Subrogation**
 - **Fraud**

Employers Suing Health Plans/Brokers



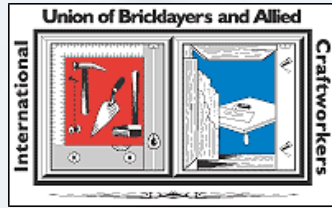
MASSACHUSETTS
LABORERS' BENEFIT
FUNDS

Kraft *Heinz*

**The School District of
Osceola County, FL**



Employers Suing Health Plans/Brokers



MASSACHUSETTS
LABORERS' BENEFIT
FUNDS

KraftHeinz

The School District of
Osceola County, FL



Employees Suing Their Employers

Johnson & Johnson

KOHL'S *Walgreens*

T Mobile

Cargill

State Farm

PET SMART

DOLLAR TREE



**DATA ACCESS,
PAYMENT ACCURACY &
FIDUCIARY RESPONSIBILITY**

EMPLOYER

HEALTH PLAN

PROVIDER

BROKER

A New Approach to Managing Healthcare

- **What?**

- Real-time verification of 100% of healthcare claims by an independent party

- **Why?**

- Safeguard health plan assets for members and their organizations
- Hold carriers / TPAs / PBMs accountable for strong performance
- Avoid lawsuits based on lack of fiduciary governance and oversight (i.e., J&J)
- Fund health plan programs to improve member health / boost employee engagement

- **How?**

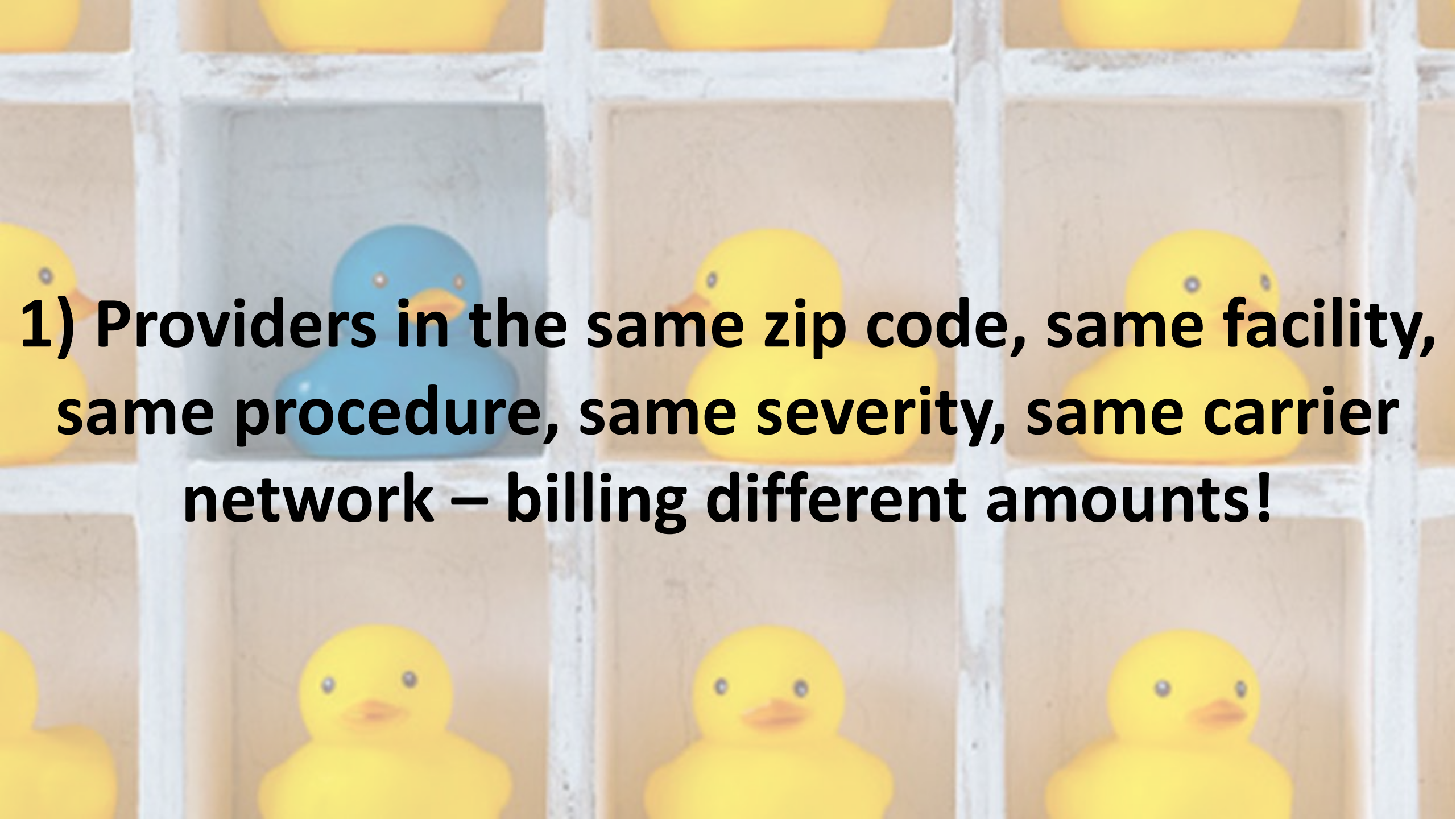
- Implement real-time capture of healthcare claims from all sources
- Conduct “weekly funding calls” to establish a recurring point of accountability for partners
- Determine types of errors / opportunities to act upon based on company culture

- **Results**

- Book-of-Business average 7.8:1 Hard Dollar ROI Achieved
- 100% of fees at risk for guaranteed savings

5

EXAMPLES
WE'VE SEEN

A grid of duck-shaped containers, mostly yellow, with one blue duck in the center. The containers are arranged in a 3x3 grid. The central container is blue and contains a blue duck. The other containers are yellow and contain yellow ducks. The text is overlaid on the grid.

**1) Providers in the same zip code, same facility,
same procedure, same severity, same carrier
network – billing different amounts!**

Total billed	\$12,525.51
Insurance adjusted	-\$9,643.51
Insurance paid	-\$2,782.00

**2) Missed provider discount:
\$131K on a \$140K claim**

Total due	\$100.00
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**3) Patient with the same service code billed
44 times in the same day**



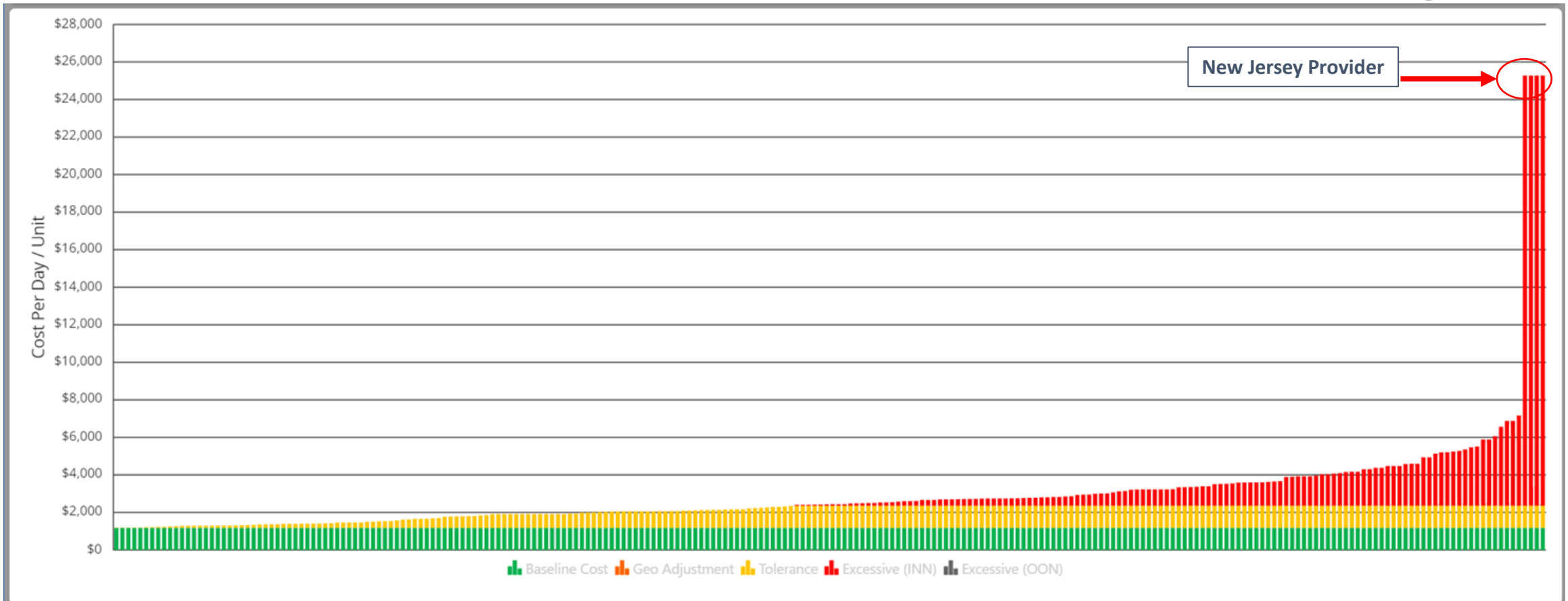
EMERGENCY +

**4) \$156K Emergency Room visit for “dizziness”
(no hospitalization)**

An illustration featuring two translucent capsules, one white and one light blue, tilted as if spilling small white and blue pills. Below the capsules, a wireframe model of a human brain is shown in a light yellow color, with a trail of small white particles extending from its base. The background is a light gray gradient.

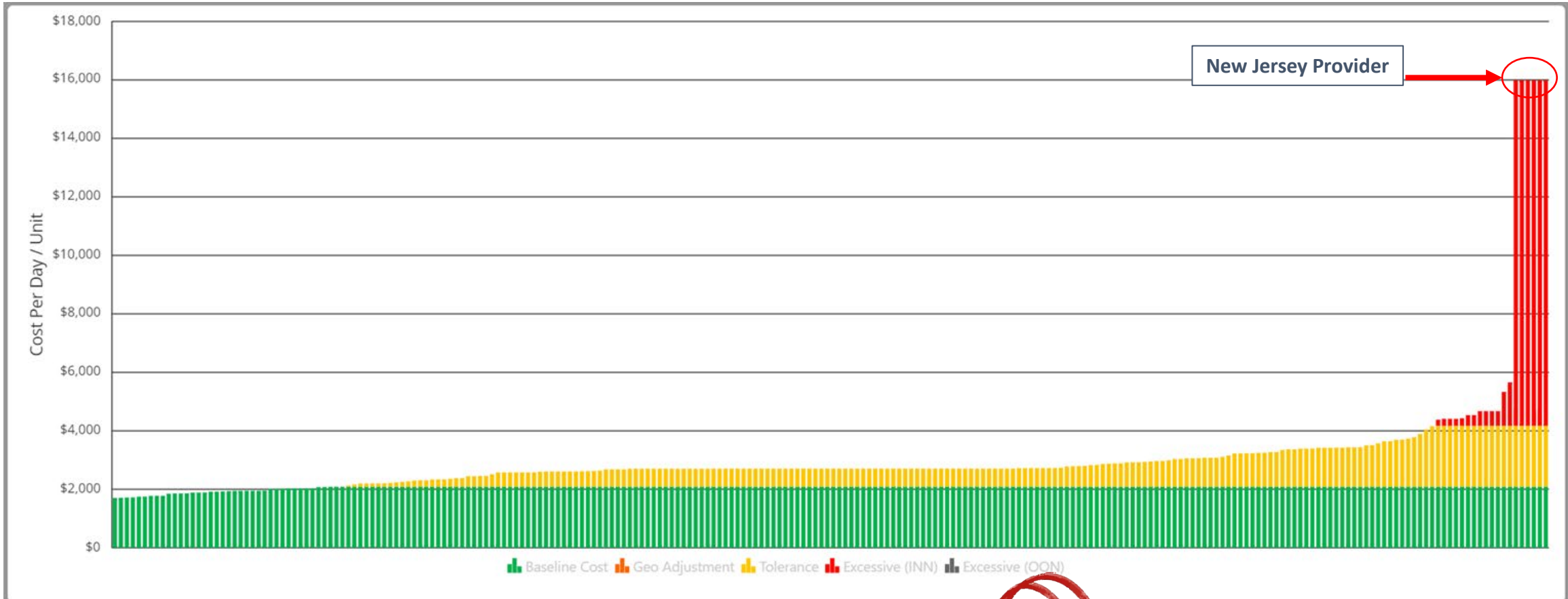
**5) Generic drug for Multiple Sclerosis -
\$10,239 for a 90 day supply!
(cash price between \$28 – \$78)**

74177 - CT scan of abdomen and pelvis with contrast



Place of Service	Payment Date	Medical Code	Allowed Amount	Member Paid	Median Cost	Variance vs. Median	Provider Chargemaster Rate	Cost Variance vs. Chargemaster
ER Hospital	4/12/23	74177 - CT scan of abdomen and pelvis with contrast - Facility	\$25,276	\$153	\$810	\$24,466	\$899	\$24,377
ER Hospital	8/30/23	74177 - CT scan of abdomen and pelvis with contrast - Facility	\$25,276	\$0	\$810	\$24,466	\$899	\$24,377
Outpatient	8/18/23	74177 - CT scan of abdomen and pelvis with contrast - Facility	\$25,276	\$0	\$810	\$24,466	\$899	\$24,377
Outpatient	11/8/23	74177 - CT scan of abdomen and pelvis with contrast - Facility	\$25,276	\$0	\$810	\$24,466	\$899	\$24,377

93306 - Ultrasound examination of heart

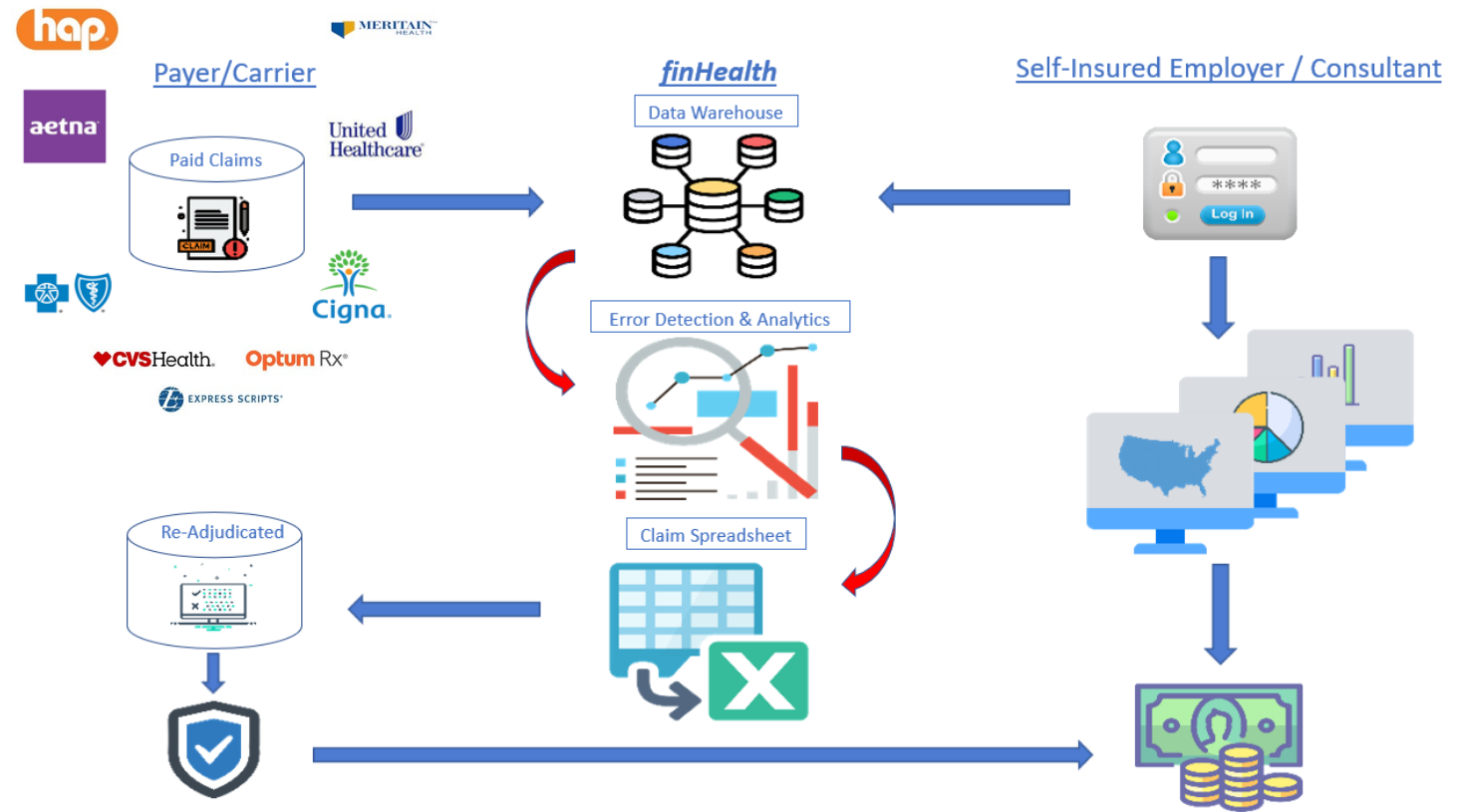


Place of Service	Payment Date	Medical Code	Allowed Amount	Member Paid	Median Cost	Variance vs. Median	Provider Chargemaster Rate	Cost Variance vs. Chargemaster
Outpatient	4/12/23	93306 - Ultrasound examination of heart including color-depicted	\$15,985	\$1,249	\$2,705	\$13,280	\$6,570	\$9,415
Outpatient	5/25/23	93306 - Ultrasound examination of heart including color-depicted	\$15,985	\$2,575	\$2,705	\$13,280	\$6,570	\$9,415
Outpatient	6/13/23	93306 - Ultrasound examination of heart including color-depicted	\$15,985	\$2,178	\$2,705	\$13,280	\$6,570	\$9,415
Outpatient	7/19/23	93306 - Ultrasound examination of heart including color-depicted	\$15,985	\$3,197	\$2,705	\$13,280	\$6,570	\$9,415
Outpatient	9/15/23	93306 - Ultrasound examination of heart including color-depicted	\$15,985	\$2,478	\$2,705	\$13,280	\$6,570	\$9,415
Outpatient	11/1/23	93306 - Ultrasound examination of heart including color-depicted	\$15,985	\$2,260	\$2,705	\$13,280	\$6,570	\$9,415
Outpatient	12/29/23	93306 - Ultrasound examination of heart including color-depicted	\$15,985	\$5,876	\$2,705	\$13,280	\$6,570	\$9,415

How It Works?

Process / Data Integration

- **finHealth** processes data from all major payers
- Able to receive data feeds daily / weekly / monthly
- Within 2-4 hours, errors & excessive payments are identified
- Up-to-date analytics are available to our client the same day



Case Study A

- Fortune 100 financial services, with 40,000 employees
- Implemented prepayment review of all high-dollar hospital bills (>\$50,000) for accuracy and reasonableness / post-payment review of 100% of claims paid
- 1507% hard dollar ROI, preventing and/or recovering overpayments and inappropriate charges (\$2.4M savings)
 - Little to no hospital / provider pushback
 - No adverse member impact
 - Pursuing an additional \$1.9 million in recoveries on systemic health system billing issue

Case Study B

- State-based public entity, covering 200,000 members
- Carrier resistance, so moving forward cautiously
- Focused solely on post-payment claims initially
 - First claim submitted to carrier resulted in \$500,000 recovery (on a \$700,000 claim!)
 - 728% hard dollar ROI
 - Identified systemic billing issue with largest hospital chain
- Strong senior leadership support, including CEO & Chief Legal Counsel





What Will You Find?

- Widespread fraud, waste & abuse
- Vast differences and inequities in the quality of care received
- Vulnerable members in need of advocacy by a compassionate employer
- Members suffering financially, saddling many with medical debt
- An unwillingness & inability for your national carrier to fix the problems

What Are You Willing & Able To Do About It?

(If you're happy with the status quo, a highly profitable company or a healthcare focused company, you may not want to "rock the boat" over concerns of friction with incumbent partners).



“America's health care system is neither healthy, caring, nor a system.”

— Walter Cronkite

Thank you!



Chris Chan
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