



Third Party Audit of WPS Health Insurance

Item 4E – Group Insurance Board

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Background

Self-funded Plan
Risk

Claim
Technologies
Incorporated (CTI)

Purpose of Audit

Audit Scope



- 18-month audit period
- January 1, 2016 through June 30, 2017



- Electronic claims screening
- Random sampling
- \$57,594,000 in claims audited



- Claims processing
- Performance guarantees
- Focus on short-term recoveries and resolution

Audit Findings

Excluded Services

Services not covered under the benefit plan

Timely Filing

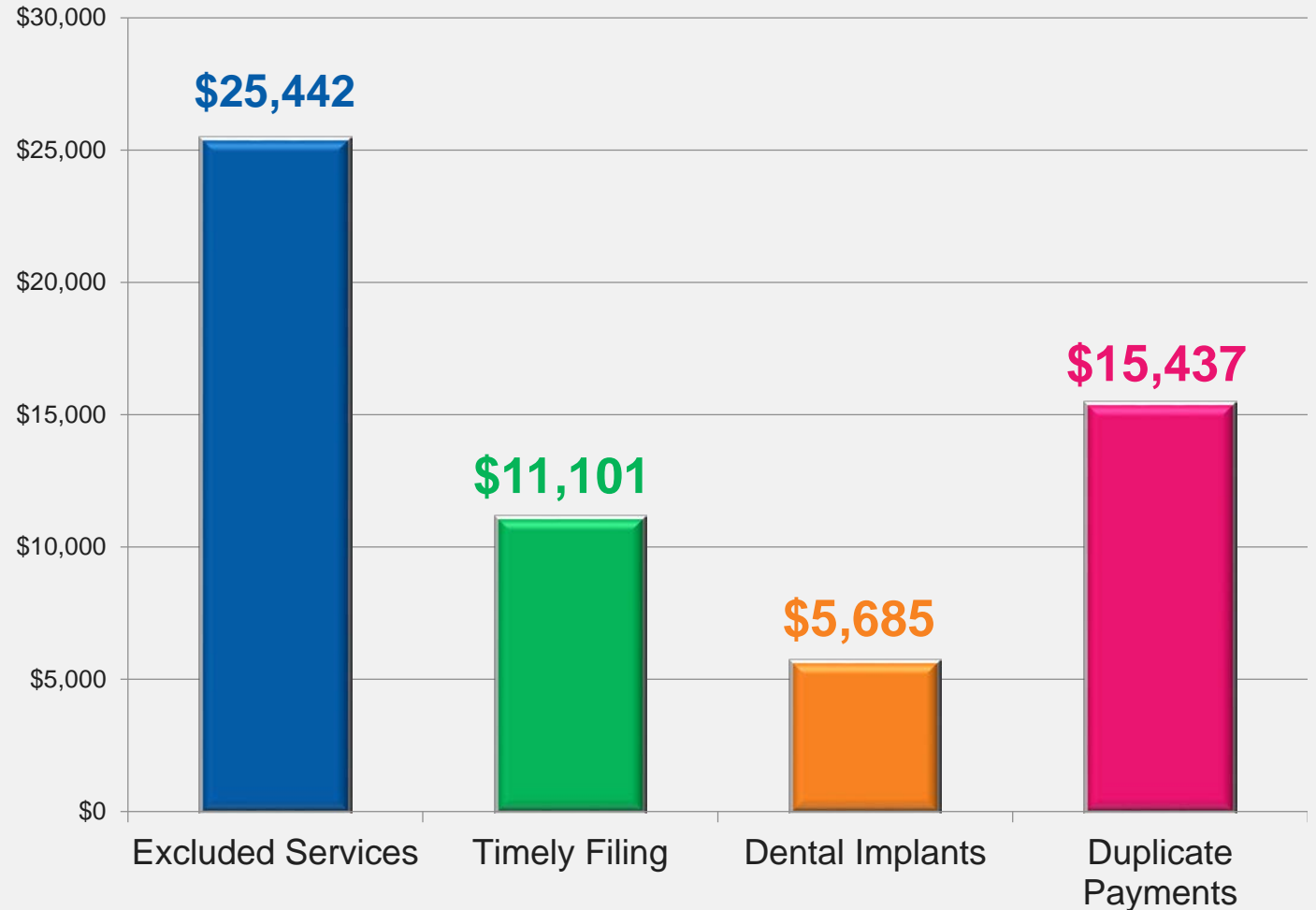
Claims filed outside of the timeframe allowed by the contract

Dental Implants

Specific group of claims processed in error

Duplicate Payments

Payments made more than once for the same claim




Potential Savings Identified

Performance Measures


Financial Accuracy

Measures correct claim payments




Payment Accuracy

Measures number and accuracy of bills paid correctly



Processing Accuracy

Measures correct claims adjudication



Performance Results

Performance Measure	WPS Guarantee	2016		2017	
		WPS Reported	CTI Calculated	WPS Reported	CTI Calculated
Financial Accuracy	99%	99%	97.54%	99.96%	87.56%
Payment Accuracy	97%	98%	98.15%	97.97%	95.37%
Processing Accuracy	97%	97%	98.15%	96.60%	95.37%

Next Steps

WPS Response to Audit Findings

Collaboration for Recovery and Resolution

Lessons Learned

CTI Post-Audit Services



Questions?

Thank you



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