



MANY PROCESSES, MANY APPROACHES

LEARNING & BEST PRACTICES FROM CORVEL'S JOURNEY



CORVEL

WHAT DO WE DO?

≡ Edge

My Claims 99 1 New	Bills 58	Claim Alerts 10	Case Management 30 Active
---	--------------------	---------------------------	-------------------------------------

My High Priority Claims

High Pharmacy Risk Score	159	Howell, Jani
Recent Activity on Aged Claim	276 Days	Woods, Fran
UM Surgery Certified	Inpatient	Summers, D
Treatment Beyond Guidelines	14 Treatments	Radat, Bob
Pending	Open Health Plan	DeWitt



UNIVERSAL GOALS:



ACHIEVE BETTER OUTCOMES



PROVIDE BETTER SERVICE



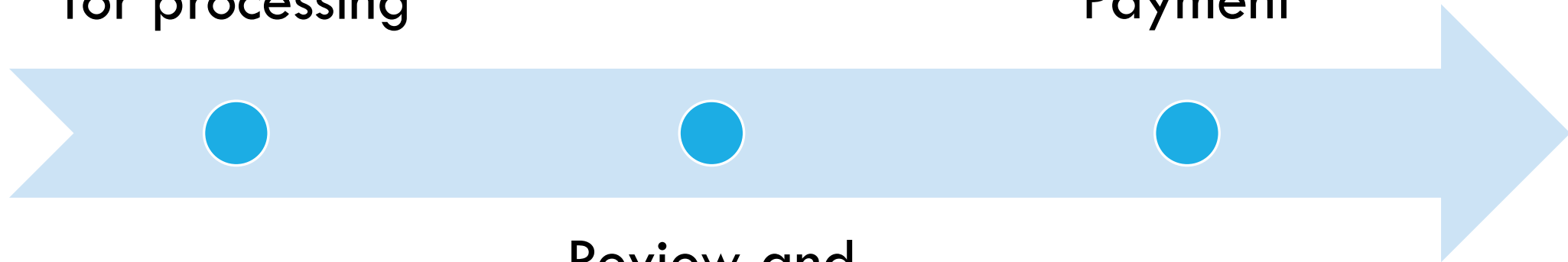
DECREASE COSTS &
INCREASE PRODUCTIVITY

BILL REVIEW: HIGH-LEVEL WORKFLOW

Receive bill
and prepare
for processing

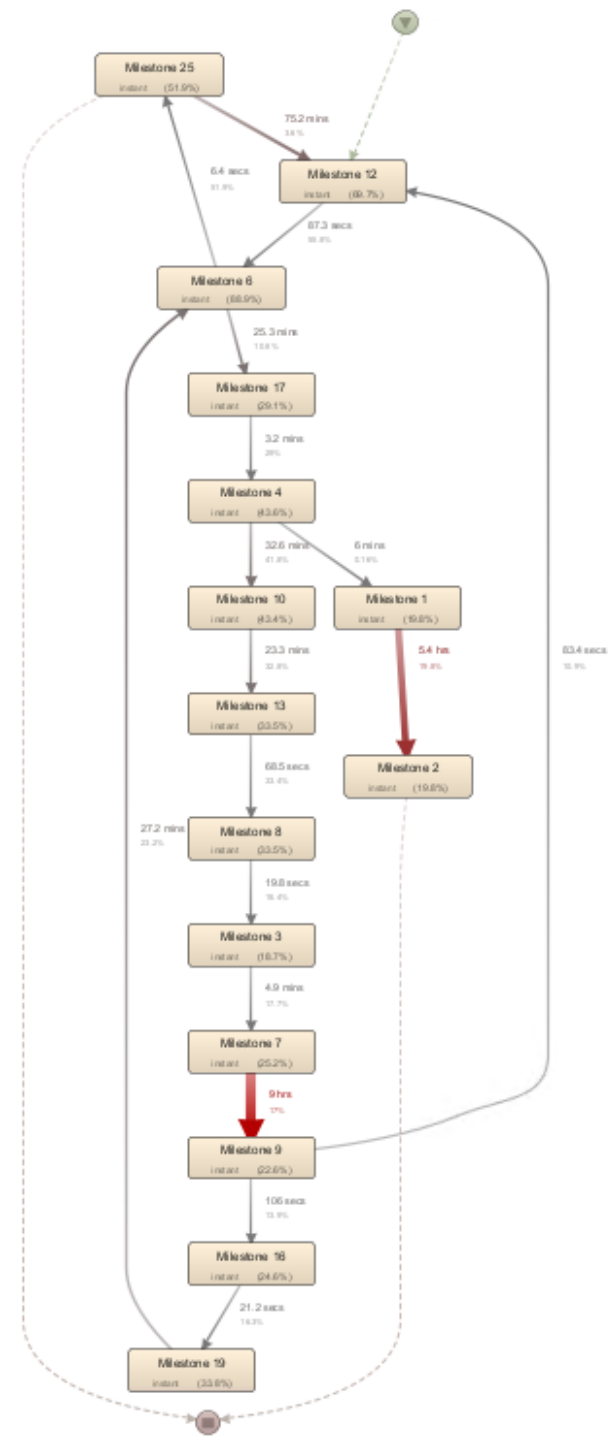
Payment

Review and
process bill



BILL REVIEW: PROCESS MINING APPROACH

1. Capture expected process (design)
2. Analyze the entire process at once
3. Focus on optimization or conformance (identify bottlenecks, exceptions, areas for automation)
4. Discuss with domain experts



BILL REVIEW: PROCESS MINING RESULTS



DECREASE COSTS & INCREASE PRODUCTIVITY

- AUTOMATION
- ELIMINATION OF REDUNDANCY AND OBSOLESCENCE



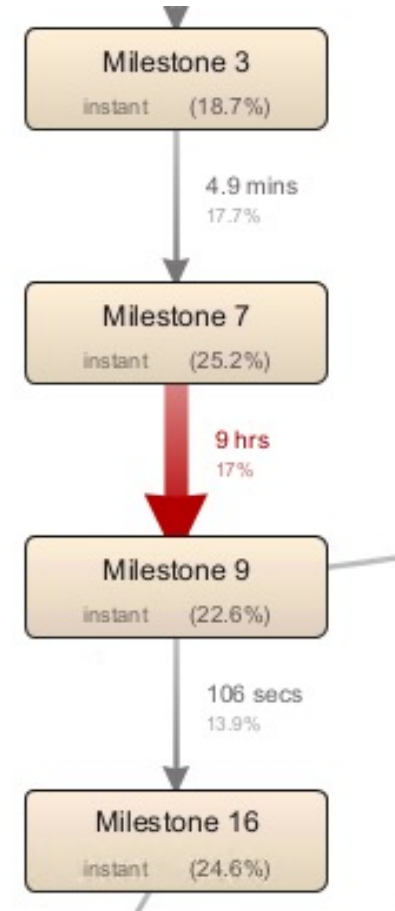
PROVIDE BETTER SERVICE

- IMPROVED PERFORMANCE
- FASTER PAYMENT



ACHIEVE BETTER OUTCOMES

- ACCURACY
- SAVINGS



LINEAR PROCESSES, IN SUMMARY:

PROPERTIES

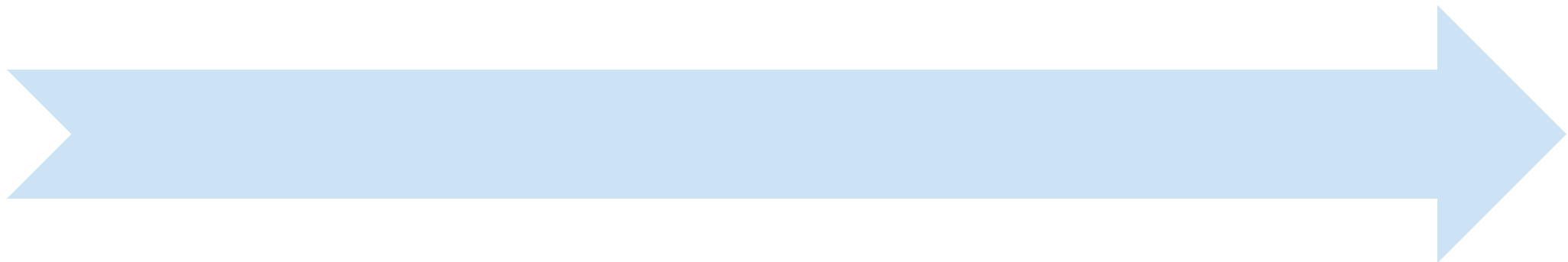
- Standard flow
- Strong Design

APPROACH

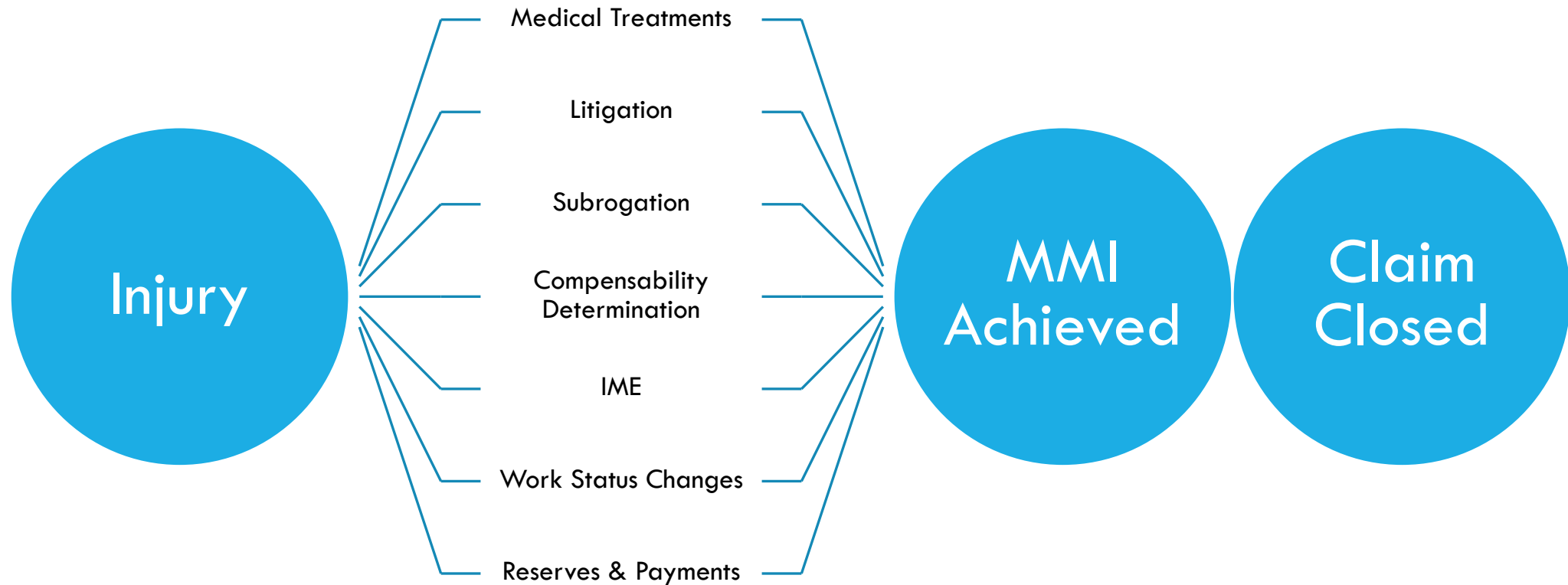
- Analyze start to finish
- Optimization/conformance
- Theory of Constraints

RESULTS

- Increased throughput
- Process compliance



CLAIMS MANAGEMENT: HIGH LEVEL WORKFLOW



CLAIMS MANAGEMENT: DIVERGENT WORKFLOW

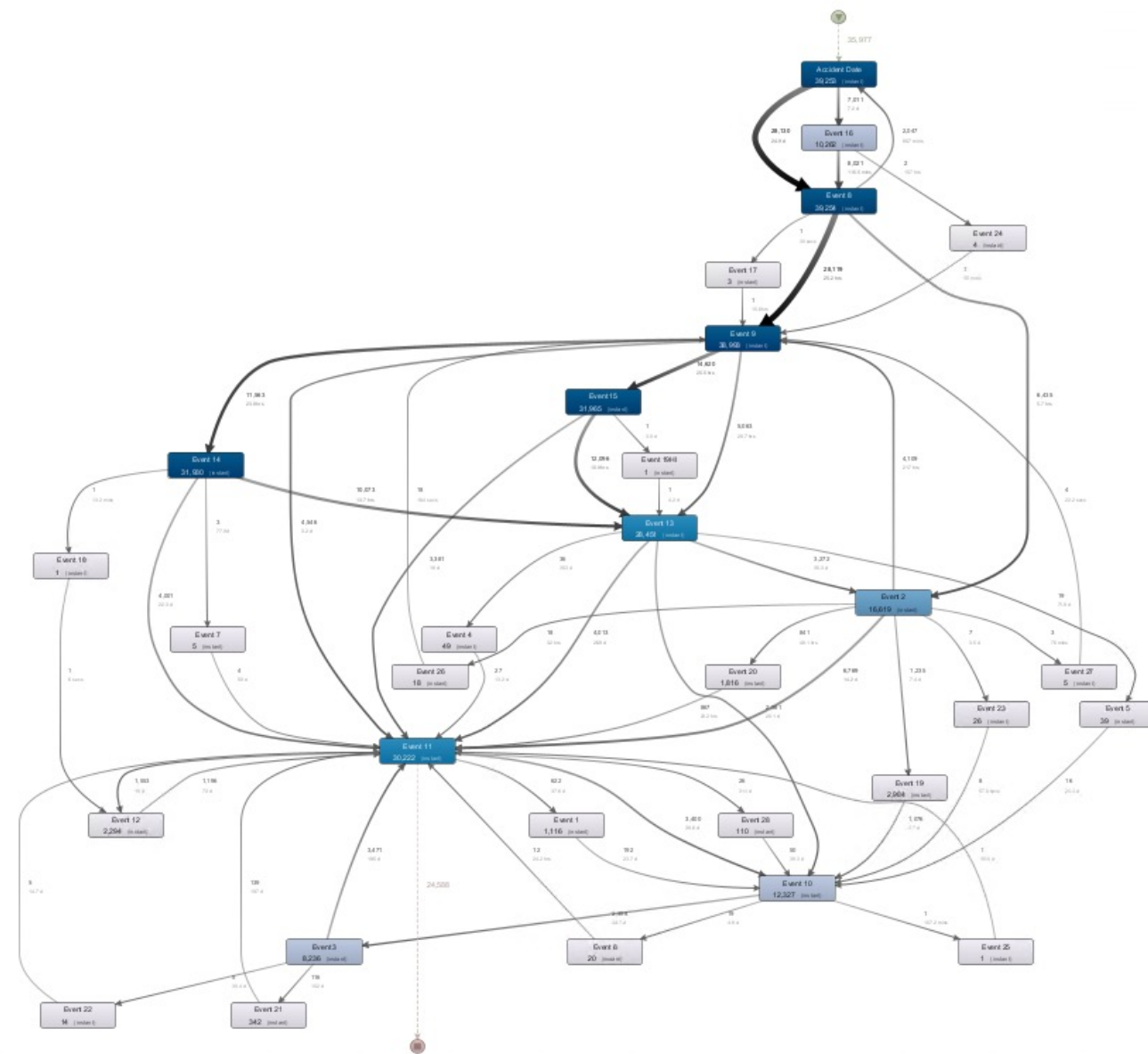
The screenshot displays a Google Maps navigation interface. The starting point is 'CorVel Corp Data Center, 111 SW 5th Ave, Portland, OR' and the destination is 'Timberline Lodge and Ski Area, 27500 E Hillside Dr, Mt Hood, OR'. The interface shows three route options:

- via US-26 E:** 1 hr 30 min, 62.0 miles. Fastest route, the usual traffic.
- via OR-212 E and US-26 E:** 1 hr 39 min, 61.5 miles. Some traffic, as usual.
- via I-205 S and US-26 E:** 1 hr 39 min, 72.7 miles.

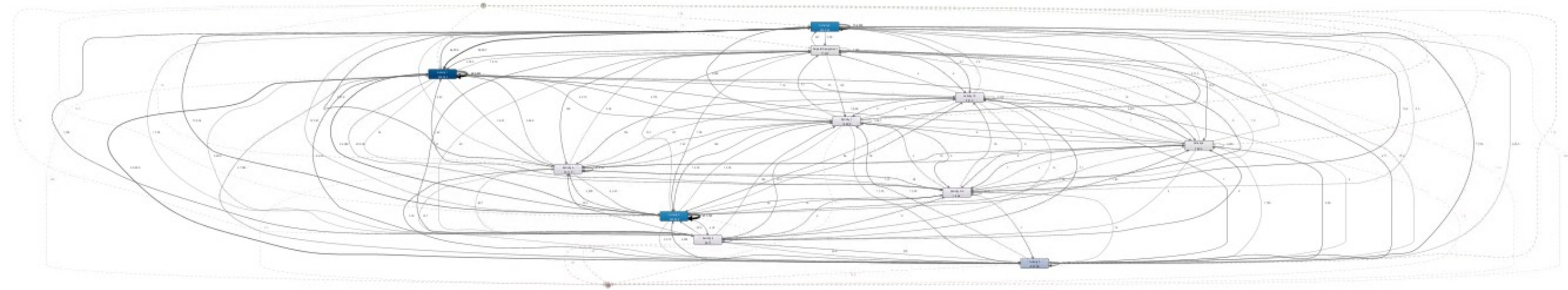
The map shows the route starting in Portland, OR, heading east through Beaverton, Clackamas, and Damascus, then south through Sandy, Marmot, and Mt Hood Village, finally reaching Timberline Lodge and Ski Area. The interface also includes a sidebar with route options, a search bar, and various icons for gas stations, hotels, and rest stops.

CLAIMS MANAGEMENT: PROCESS MINING APPROACH

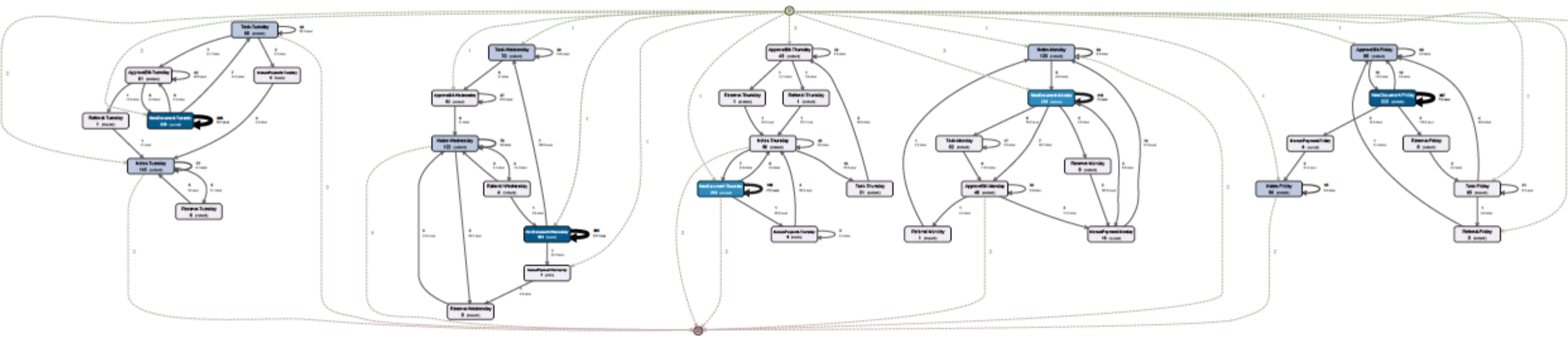
- Determine which perspectives are valuable (what is the case ID, timestamp, and activity)
- Explore smaller pieces or segments
- Focus on finding patterns
- Discuss with domain experts



CASE PERSPECTIVE: WORKFLOW SEGMENT



CASE PERSPECTIVE: ADJUSTERS (USERS)



CASE PERSPECTIVE: ONE USER, DAYS OF THE WEEK

CLAIMS MANAGEMENT: PROCESS MINING RESULTS



DECREASE COSTS & INCREASE PRODUCTIVITY

- UNDERSTANDING
- OPTIMIZATION OPPORTUNITIES



PROVIDE BETTER SERVICE

- TRAINING & COMPLIANCE



ACHIEVE BETTER OUTCOMES

- REDUCE “BUSY WORK”
- FOCUS ON PATIENT

MANY PROCESSES, MANY APPROACHES

LINEAR

- Known, well-defined process
- Analyze entire process at once
- Focus on optimization and conformance

HIGH-COMPLEX

- Process is not sequential or predictable
- Creative Analysis
- Focus on understanding, identifying patterns, and standardization