Claims Processing

The Xerox claims administration process is a highly flexible solution that uses a combination of proprietary and client tools to create a system customized to meet the needs of each health plan. Xerox has extensive knowledge and expertise in the full range of health plan claims administration services.

Our medical and dental claims processing services cover the entire range of possible service options from simple front-end claims data capture to full, end-to-end claims processing as a component of complete benefit plan administration.

Claims processing services encompass the full range of:

- Healthcare delivery systems, including HMO, indemnity, POS, and PPO for fully insured, partially self-funded, and fully self-funded products
- Pricing methods, including case rates, DRG, fee-for-service, percent of billed, provider fee schedules and capitation

All of our claims processing services are technology-neutral. Our clients may designate the application platforms and provide secure access into their processing environment. Many of our clients work within a multi-application environment. Xerox will analyze the enterprise and provide automation solutions and implement our internally developed applications where appropriate to help optimize each client's claims processing systems.

Services

- Adjustment processing
- Benefits administration
- Claim suspend resolution
- Coordination of Benefits (COB)
- Data validation
- Eligibility determination
- Medical and network management
- Payment processing
- Pricing / reimbursement
- Utilization management

About Xerox

Xerox is the world's leading enterprise for business process and document management. Xerox technology, expertise and services enable workplaces – from small businesses to global enterprises – to simplify the way work gets done so they operate more effectively.

Claim Type

- Medical
- Pharmacy
- FSA / HSA / MSA
- Dental
- Vision
- Workers' comp
- Disability
- FMLA
- Life
- Long-term care
- Retirement

Claims Processing

- 900 million claims processed annually
- 400 million Medicare claims
- All claims processing services are application platform-independent

©2012 Xerox Corporation. All rights reserved. XEROX® and XEROX and Design® are trademarks of Xerox Corporation in the United States and/or other countries.