



Revenue Reconciliation Solution

Transforming revenue reconciliation with Member Management

● Challenge

For nearly a decade, a Midwest-based regional health plan had no established process for revenue reconciliation, relying on outdated workflows, fragmented systems, and manual processes that consumed time and left too much room for error. Discrepancies in member data were jeopardizing the health plan's compliance with CMS and threatening the financial health of the organization.

They needed a technology partner who could:



Centralize key member enrollment, premium billing, and revenue reconciliation.



Reduce discrepancies in their member and payment data.



Automate member management workflows to enhance efficiency.

● Solution

After years of piecemeal solutions, the health plan implemented Revealer's Member Management Solution Suite to centralize enrollment, premium billing, and revenue reconciliation.

The health plan quickly eliminated siloes that had previously hindered their progress, automating transaction reply reports, improving collaboration, and giving them confidence in their CMS compliance.

The plan's enrollment manager noted: "Before Revealer, we had zero automation—it was all manual work. Now everything is centralized in one place, and we don't have to jump around or deal with file transfers or possible errors in data pulls."



● Results

Adopting Reveleer's Member Management Solution Suite has transformed the entire revenue reconciliation process for the health plan, leading to a significant drop in payment and membership discrepancies and greatly enhancing efficiency. Additional results included:



7-point decrease
in membership
discrepancies.



80% reduction
in payment
discrepancies.



Zero errors
in monthly
attestations.



Enhanced efficiency
and team
collaboration.



● Next steps

The regional health plan has added new layers of accuracy and efficiency to their member management operations and successfully recovered additional revenue to improve their financial performance. The plan will continue to leverage Reveleer's Member Management technology across multiple lines of business, scaling their operations to unlock new gains in accuracy, efficiency, and revenue recovery.

As the plan's member enrollment manager noted,



With Reveleer, there's so much automation set up that when revenue reconciliation hits, we're ready. We don't have to wait for anything. We can go right to it and see everything we need in one place and in real time."

Watch our on-demand Webinar for mastering revenue reconciliation and data integrity.