Leading HealthTech Provider Relies on Sigma to Optimize Claim Acceptance

Use Case: Claim Acceptance Rate Optimization

A top 10 healthcare technology company in the U.S. partners with medical organizations to drive clinical and financial results. Like just about every company today, large and small, this Electronic Health Records (EHR) solution provider has a lot of data, including **100 million rows of claims data**.

The company's Rules team is responsible for implementing rules into its proprietary system based on payer processing requirements to reduce denials. To do this, the Rules team needs access to granular-level data to understand which claims were denied and why (diagnosis codes, or DX), but the company's system had **scale limitations,** which **required data to be aggregated** to a single DX code or a subset of claims, making it impossible for the Rules team to effectively analyze the data and **optimize the claim acceptance rate**. This resulted in an continuous back and forth between the Rules and BI teams as they tried to find all the data needed. In short:

1   **Scale limitations** and an **inability to anticipate changing data requirements** prohibited the Rules team identifying which rules caused **billing errors** and **prevented claims from being resolved on first pass**.

2   Obtaining data extracts for analysis in Excel took **a lot of back and forth with the data team as they determined exactly what was needed** and it took 30 days to see if new rules improved the claim acceptance rate or negatively impacted it.

3   **Lack of timely access to data** hindered the Rules team's effectiveness, **prevented the company from expanding its scope of work** for clients, and **impeded their ability to deliver a higher level of service**.

With Sigma, the Rules team has **improved the first pass resolve rate** and **expanded its scope of work** for clients.

Direct access to Snowflake

Sigma was purpose-built for Snowflake and cloud data warehouses. The Rules team now has **direct access to live, governed data** in Snowflake, ensuring that everyone is always working with the same current data - no more risky, stale extracts, data sprawl, or conflicting insights - and the **data stays safe in Snowflake.**

Unlimited scale and speed

Sigma is a cloud-native solution delivering **unlimited scale at cloud speed** - no summaries or aggregates necessary. The Rules team can now **easily analyze billions of rows of claims data**, enabling them to quickly identify the cause of denials and trends or patterns, as well as ways to optimize the process and **deliver a higher level of service**.

Self-service data exploration

Sigma's **spreadsheet interface** makes iterative data exploration accessible to anyone, especially those that are accustomed to analyzing data in spreadsheets. Today, the Rules team can easily **model the impact of new rules before implementation** to ensure they work in the way intended and positively impact claims acceptance.

Ready to see how Sigma can help you overcome scale limitations and empower employees to self serve with direct access to live, governed data via an interface they already know?

Visit **www.sigmacomputing.com** to request a personalized demo today!