CASE STUDY

Streamlining Claim Analysis with Clearinghouse Enabled Artificial Intelligence (AI)

VYNE DENTAL

SITUATION

If not actively integrating new and existing solutions, many companies are missing opportunities for operational efficiency, a reduction of administrative costs, and critical updates due to the rapid development of advanced technology. Delivering exceptional customer experiences for more than a century while helping millions of people make informed financial decisions, one established dental payer makes simplicity a priority as they help customers secure with affordable dental care. To ensure their dental payer group was employing the latest and most innovative digital technologies, the company agreed to have their current claim review processes evaluated in a pilot study with Vyne Dental. By leveraging AI with intelligent claim verification and validation AI and intelligent claim verification and validation, Vyne's Intelligent Exchange (Vyne IX) Platform brings Vyne Intelligent Exchange (VIX) automated claim analysis upstream in the dental payer group's workflow.

Discover a frictionless system integration that pairs powerful clearinghouse connectivity and proven AI to identify tens of millions of dollars in savings for a major U.S dental payer.

More Resources Can Be Found Here

VYNE trellis

APPROACH

Because they manage a high volume of claims, the dental payer group sought system improvements that would simplify their existing payer claim processing systems, supporting both batch and real-time processing modalities. Vyne IX analyzed two years of historical claim volume, identifying substantial savings for the payer.

SOLUTION

Vyne Dental's Intelligent Exchange integrated with proven AI, optimized the dental payer group's performance by:

Identifying missing documentation and undiagnosable image quality

Detecting duplicate images

Accurately and consistently identifying claims that require clinical review

Ensuring claim submissions are complete prior to payer review

Prioritizing review worklists based on payer-defined criteria

RESULTS

Using AI to assess claim quality and perform clinical analysis and F/W/A detection, the payer group identified substantial missed savings.

166,000
Total claims analyzed with 5% missing required documentation representing a savings of $13 million

Automatically determining whether a payer's customizable claim information and documentation guidelines are met, Vyne's Intelligent Exchange flagged claims that didn't meet the dental payer group's specific payer documentation requirements.

$19.5M+
Potential savings from crown claims flagged for denial

With the ability to identify disease assessment, clinical analysis offered through Vyne Dental's Intelligent Exchange also determined if a procedure code was necessary or appropriate.