

White Paper:

Health Equity in the Workers' Comp Claims Process

Health Equity is more than a catchphrase. It's an overarching societal goal and a high priority of the current federal administration. The Department of Health & Human Services (DHHS) has provided some guidance on how to achieve Health Equity through its Healthy People 2030 initiative, which "sets data-driven national objectives to improve health and well-being over the next decade."

As defined by the DHHS, Health Equity is "the attainment of the highest level of health for all people."

So how can insurers (and self-insured/self-administered employers, third-party administrators, and managed care companies) do their part to promote and achieve health equity? The answer is simple: By harnessing the power of technology in the workers' compensation claims process.

APS offers a full suite of end-to-end solutions that empower clients to create a more equitable system. By implementing digital transformation and leveraging automation, these solutions enhance the identification and resolution of potential biases and disparities. Additionally, by minimizing manual processes and introducing intelligent algorithms (using proprietary edits and custom rule sets), we can minimize human error and ensure fair evaluations and timely processing of claims to address inequalities and foster trust in the system.

Our solutions provide benchmark data to evaluate and compare claim metrics, offering transparency and control, and delivering insights into patterns and trends to eliminate hidden disparities. This information can be used to implement targeted interventions, allocate resources equitably, and develop evidence-based strategies to improve the overall health outcomes of workers.

Health Equity will be a central concept in healthcare in the U.S. for the rest of the decade and beyond. Now is the time for your organization to get ready!

To learn more about how APS solutions can help you achieve Health Equity in the workers' compensation and auto casualty claims process, visit AdaptiveProcessing.com or call 855-282-1476 to arrange a demonstration today.