

December 8, 2023

SJVIA Board Meeting: Consultant's Report on the Self-Funded Medical and Dental Claims Audit Performed by TFG Partners

Overview

SJVIA engaged TFG Partners, LLC (TFG) to perform a claims audit of all medical claims processed by Anthem Blue Cross (Anthem) and dental claims processed by Delta Dental (Delta) on behalf of its Members.

The medical audit period covered all paid claims from January 1, 2021 through June 30, 2022; and the dental audit period covered all paid claims from January 1, 2021 through May 31, 2022.

The audits served to:

1. Identify any plan adjudication or plan intent inconsistencies, and
2. Resolve and/or recover overpayments, as directed by SJVIA.

The Audit Team loaded the claims into their system, which was programmed with a detailed benefit-auditing matrix, outlining benefit provisions for each SJVIA employee segment. The system processed a series of reviews based on proprietary algorithms for the following audit categories:

1. Coordination of Benefits
2. Technical Benefit Coding
3. Plan Benefit Compliance
4. Member Liability

Results were shared with Anthem and Delta with the understanding that they would provide:

For agreed-upon audit findings:

- The root cause of the administrative error;
- Claim numbers for each claim if multiple claims are identified within a category, and a separate response for each claim; and
- Address any remediation efforts that have been or will be put in place to eliminate future over/underpayments (with implementation dates).

For Review Categories or specific claims in disagreement:

- A clear and detailed response to the claims at issue, together with any additional documentation in support of the carrier's position
- A timetable for a discussion with SJVIA if clarification of an issue is needed

For additional claims that may be impacted by an administrative error:

- A plan for any impact analyses to identify additional claims effected by the error, the parameters of the analysis, and the timetable for implementation and completion.

Audit Results

In reviewing the audited Anthem Blue Cross claims, eligibility concerns arose regarding some claims for newborns. These claimants were reviewed by staff from the County of Tulare and the County of Fresno, and the issues were resolved.

The audit results showed that the vast majority of claims were processed and paid correctly. Where payment errors were identified, the carriers were asked to respond to the identified issues.

After review of the final audit reports, staff from each County accepted the Anthem Blue Cross and Delta Dental audit results and deemed the audits as complete.

The SJVIA may follow up with each carrier on any particular issue of concern that identified during the audit.

More detailed reports provided by TFG Partners are attached for review.

