



Document, manage and
expedite investigations
seamlessly for optimal results

With more than 4 billion health insurance claims processed annually in the United States, and a significant number of those claims fraudulent, investigators need automation to successfully manage the workload.

In today's complex world of fraud, waste and abuse, special investigation units and program integrity departments have been hampered by antiquated manual processes, which simply are not up to the task of efficiently managing cases from referral to close.

What healthcare organizations need are today's automated tools, and LexisNexis® Health Care has a solution designed with commercial payers and government entities in mind—the Trail Tracker™ electronic file and investigation management system.



Staying on track

Trail Tracker is an advanced improper payment recovery system built exclusively for investigations that builds documents and manages fraudulent claims through investigation, prosecution and settlement.

LexisNexis Trail Tracker works across all healthcare claim types, including medical, facility, pharmaceutical and dental. The easy-to-use interface enables investigators to plan a course of action for each investigation, identify activities needed, document investigations, create reminders and manage records. The workflow enablers include: tracking cases by status, tracking referral tips, assigning claims to departments for review, assigning cases to investigators and managing investigator workloads.



Tracking with ease

Trail Tracker enables investigators to seamlessly interface with numerous departments within the organization, as well as a variety of outside entities, such as providers; patients; pharmacies; local, state and federal law enforcement agencies; Office of the Inspector General; and the Centers for Medicare & Medicaid Services. Because each organization has its own policies and procedures regarding investigation protocols and claim adjudication, the system is designed for maximum flexibility in configuration.



Easing the stress

Trail Tracker manages formerly tedious, manual tasks electronically with an efficient, organized system that takes investigations from referral to closure with a series of Investigative View screens that guide and document the complete effort. To heighten its benefits, Trail Tracker also can work in conjunction with other LexisNexis products, including PrePayment Manager™, which acts as a command center for avoiding the payment of potentially fraudulent claims, and Intelligent Investigator™, an advanced fraud prevention system designed exclusively for healthcare investigative teams.



Stressing success

With Trail Tracker, healthcare investigation units can:

- Build solid cases for full-scale investigations more quickly and easily
- Ensure consistency of investigative processes
- Document and share information relating to investigations
- Eliminate manual inefficiencies, such as illegible handwritten notes or lost documentation
- Report on progress and results with minimal additional effort

Additionally, investigative units and departments benefit from:



Consistency – The use of Trail Tracker helps guarantee that all cases are investigated and evidence is gathered in a consistent manner.



Increased efficiency – The use of Trail Tracker enables fewer resources to perform more tasks and speeds up the investigative process.



Security – When you work with LexisNexis, you can rest assured that your data is secure and is never shared.

With Trail Tracker, investigative divisions can work better, faster and more effectively in the fight against, fraud and increasing recoveries.

For more information, call 866.396.7703 or visit
risk.lexisnexis.com/healthcare



Health Care



About LexisNexis® Risk Solutions

At LexisNexis Risk Solutions, we believe in the power of data and advanced analytics for better risk management. With over 40 years of expertise, we are the trusted data analytics provider for organizations seeking actionable insights to manage risks and improve results while upholding the highest standards for security and privacy. Headquartered in metro Atlanta USA, LexisNexis Risk Solutions serves customers in more than 100 countries and is part of RELX Group plc, a global provider of information and analytics for professional and business customers across industries. For more information, please visit www.risk.lexisnexis.com.

Our healthcare solutions combine proprietary analytics, science and technology with the industry's leading sources of provider, member, claims and public records information to improve cost savings, health outcomes, data quality, compliance and exposure to fraud, waste and abuse.

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