

# Bending the Healthcare Cost Curve for All:

*Enabling Savings While Supporting Value of Care*



# What does bending the healthcare cost curve *mean to you?*

At MultiPlan, we see this as not only identifying medical savings to lower costs across the healthcare ecosystem, but also supporting the value of care. Our role reaches far beyond just saving dollars and cents—everything we do supports the long-term goal of enabling affordable care for all. Bending the healthcare cost curve—that's the heart of what we do across the healthcare continuum.



## Costs are Rising Across the Board

We're all feeling the pain of rising costs in every aspect of life. Consumers, providers, employers and payors face unprecedented challenges as healthcare expenses soar. And these costs are projected to grow as much as 8% in 2025.<sup>1</sup> Every facet of the healthcare industry is under pressure.<sup>2</sup>

**Consumers** face huge challenges in affording care, and this is not limited to those in poor health or low income brackets or those without insurance—half the U.S. adult population say it's difficult to pay for health care. High premiums, deductibles and annual out-of-pocket maximums can force consumers to delay care or go into medical debt to pay for it. Not to mention, the American population is on a downward slide when it comes to health, as 90% of all U.S. healthcare costs go toward treating chronic illnesses and mental health conditions.<sup>3</sup>

**Providers** are pushed to seek higher reimbursements due to factors such as staff shortages, increases in labor and supply costs, the rise of contract work and inflation. Increased administrative costs, inaccurate claims pricing and patient retention contribute to the challenges providers face in staying ahead of the cost curve.<sup>4,5</sup>

**Employers** are expected to face a 7% increase in health care expense for their employees this year, costing them nearly \$15,000 per employee annually. Other factors contributing to rising cost trends are expensive new medical technologies and an increase in specialty drug use.<sup>6</sup>

**Payors** are modeling for inflationary rate increases with their contracted providers and double-digit pharmacy trends driven by specialty drugs and use of Type 2 Diabetes and weight-loss drugs. Also contributing to rising cost

trends are expensive new medical technologies.<sup>6</sup> To combat these challenges, healthcare leaders are reshaping strategies and reengineering financial, workforce and business models. They rely on us to help contain these costs while supporting the value of care. Our approach is to use innovation and technology to clear the path for a drastically different cost and capability landscape.

MultiPlan is a trusted partner that serves each of these sectors, maintaining a 95% client retention rate and an NPS of 73. We can help you bend the complex healthcare cost curve.

## We serve

<b>700</b> healthcare payors	<b>60</b> million consumers	<b>100,000</b> employers	<b>1.4</b> million contracted providers
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## Inflation: Its Insidious Impact

Inflation. It's part of daily conversation, and no one escapes its effects as it filters through the healthcare landscape. Medical costs are increasing at an unsustainable rate, and nearly half of all insured Americans have medical debt. Providers are on the front line of increasing costs, mainly due to contracting and renewal cycles. It can take several years before reimbursement rates meet higher upfront costs. Employers, in turn, will then face the choice of bearing these increased costs or passing them onto employees. Payors and providers using tech-enabled solutions to improve efficiencies are much better equipped to weather the incoming storm and face a lower drop in operating margins.<sup>7</sup>

# Partner with us to Bend the Curve

Leveraging sophisticated technology, data analytics, and a nationwide team of over 2,800 employees rich with industry experience, MultiPlan interprets our customers' needs and customizes innovative solutions through our unique suite of services. These solutions identify potential savings, lower out-of-pocket costs for members and patients and help eliminate balance billing for millions of healthcare consumers.



## ANALYTICS-BASED SERVICES

With data-driven, customized cost management solutions, we identify and negotiate fair reimbursements for out-of-network claims. This helps to strike the right balance between maximized savings and member satisfaction as priorities shift. We also price surprise bills and leverage reimbursement data from millions of claims repriced through these services and accepted by providers to assist in negotiations and calculate offers for arbitration when necessary.

**Patient Value:** Cost savings driven by fair out-of-network provider reimbursements and reduced balance bills



## DATA & DECISION SCIENCE SERVICES

Delivering actionable, digestible data to enable next best decisions to lower healthcare costs. Two Data & Decision Science products were selected as the 2024 Gold award winner in the "Achievement in Data and Analytics" category of the 9th annual Globee® Awards for American Business. Our **PlanOptix™** healthcare price transparency data solution and our **BenInsights™** solution, which unites financial and clinical data, were selected for their impact on driving excess costs and overpayments out of the healthcare system.

**Patient Value:** Lower medical costs driven by price transparency; better-served high-risk patients and improved healthcare outcomes



## NETWORK-BASED SERVICES

Consumers and regulators demand access to in-network providers wherever and whenever care is sought, and MultiPlan contracts with over 1.4 million healthcare providers and facilities to support your network-access strategy. Our PHCS Network is the only national independently contracted primary PPO network to have been accredited by NCQA\* for credentialing – a status we've held continuously since 2001. Our providers see lower out-of-pocket expenses and collection costs, improved cash flow, reduced risk of patient migration and increased volume through access to a diverse population of payors.

**Patient Value:** Reduced out-of-pocket costs and an increase in access to high-value providers

AT THE HEART OF  
MULTIPLAN\*\*:

**\$22.9  
billion**  
IN POTENTIAL SAVINGS  
ON CLAIMS

**15.4  
million**  
OUT-OF-NETWORK  
CLAIMS PRICED

**\$900**  
IN COST AND OUT-OF-  
POCKET EXPENSES  
IDENTIFIED PER CLAIM

**10.5  
million**  
BALANCE BILLS  
ELIMINATED

**98%**  
PROVIDER ACCEPTANCE  
RATE ON NETWORK  
CLAIMS

**\$961.5  
million**  
REVENUE IN 2023

**73**  
NET PROMOTER SCORE



## AWARDS:



## PAYMENT & REVENUE INTEGRITY SERVICES

As many as one-third of healthcare claims are paid incorrectly each year, contributing to more than \$1 trillion in annual waste. In fact, an estimated 30% of total U.S. healthcare expenditures were estimated to be waste and abuse. We help identify claims errors, improve payment accuracy and prevent overpayments to combat this issue.

**Patient Value:** Potential for reduced debt resulting from correct and appropriate billing



## MULTIPLAN PAYMENTS

MultiPlan Payments, our streamlined healthcare payment solution, manages processing from start to finish and also supports the 1099 lifecycle, EOB process and creation and distribution of ID cards.

**Patient Value:** Electronically delivered EOBs and streamlined ID card creation



## END-TO-END SURPRISE BILLING SERVICE

Everyone is looking for an easy path to compliance, given the complexity the No Surprises Act (NSA) has created. Through our end-to-end Surprise Billing Service, we can administer the entire NSA process on your behalf. Whether negotiating to avoid arbitration, building complementary networks or determining the appropriate payment amount, our experts deliver top-level support to meet your specific needs. In fact, in 2023 alone, MultiPlan eliminated more than 10.5 million balance bills for patients, achieving results comparable to those of the NSA itself.

**Patient Value:** Reduced balance bills.

## Ready to bend the cost curve?

MultiPlan continues to expand and enhance our products every day, and, in our 40-plus year history, we have never been better positioned to increase the value we deliver. We are committed to bending the cost curve in healthcare by delivering transparency, fairness, and affordability to all.

Visit [multiplan.com](https://multiplan.com) for more information on how we can serve as your trusted partner in reducing healthcare costs while improving outcomes.

**Get in touch at [connect@multiplan.com](mailto:connect@multiplan.com)**

\*MultiPlan's PHCS Network is the only national independently-contracted primary PPO network to have been accredited by NCQA for credentialing – a status we've held continuously since 2001.

\*\* 6/2024 Background on MultiPlan

### Sources

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