

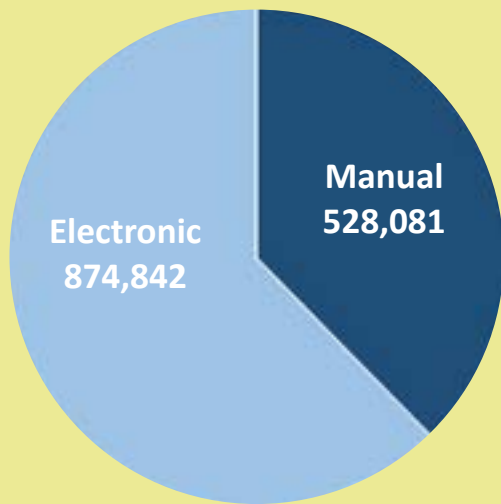
Claims Regulations Summary Report 2015-16

How Claims Regulations Affect You:

- » Patients do not pay upfront and out-of-pocket for the insured portion of their service.
- » Providers are protected by ensuring their services are paid in a timely manner.
- » Administrative costs are reduced when health insurers process electronic claims.

Compliance with Claims Regulations:

- » 62% (874,842) of all claims processed were electronic.



- » Pharmacies and the Hospitals (KEMH, Lamb-Foggo Urgent Care Centre, MWI), continue to be the only cohort of providers that have complete capacity to submit electronic claims.
- » When a claim is processed electronically, health service providers are reimbursed in 9 days or less.

- » Between 2014/15 and 2015/16, there has been a 30% increase in the overall number of providers submitting electronic claims (52 to 68) and a 26% increase in the number of physicians submitting electronic claims (17 to 23).

2014/15



2015/16



Opportunities for improvement:

- » For all insurers to be able to accept electronic claims.
- » For all providers to be able to submit claims electronically.
- » Accurately capturing patients' diagnosis and the care they receive.
- » Reducing implementation costs.

What you can look forward to: Insurers and providers have been actively collaborating to address compatibility issues throughout the reporting period and this is reflected in the results. **Full implementation of electronic claims submission and processing is expected in January 2017.**



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