

## FREQUENTLY ASKED QUESTIONS

### **Will the program assist with all inmate medical costs?**

No, this program only applies to off-site medical, dental, and optical costs for inmates.

### **What services are provided under this program?**

This program provides “scrubbing” and negotiation services, at no cost to your agency.

- First, Prime Corrections will “scrub” any invoices submitted under the program. Prime has state-of-the-art software to adjudicate (“scrub”) medical claims according to the Center for Medicare and Medicaid (CMS) standards. This ensures that only appropriate charges are on your bill (i.e. you are not being charged for crutches when the claim was for a broken arm). Scrubbing is performed at the detail line level and includes industry standard edits such as unauthorized / inappropriate services on the claim, incomplete claims, duplicate claims, invalid or excessive codes, and unbundled charges.
- Then, Prime negotiates the best rates on behalf of your agency. Prime is equipped with a specialized Contracting Department that engages in direct negotiations with providers, aimed at securing the most substantial discounts feasible for your agency. Whether through the PPO network or negotiations channel, you have the potential to obtain some of the most substantial discounts offered within the industry.

### **Our agency already has someone on staff who scrubs the bills, so why should we participate?**

Your agency has nothing to lose. Besides the opportunity to take advantage of Prime’s negation network, submitting claims through the program could give you a gauge on how successful the internal scrubbing process is going. If the program saves the agency even more, then great! If not, there is no cost or hassle for submitting.

### **Our agency already has negotiated rates, so why should we participate?**

The key to remember is that submitting claims to Prime does not cost your agency anything and it is easy to do. In addition, the rates negotiated by Prime may be better than your agency’s negotiated rate. It is at least worth having Prime look at the claim. Second, if the inmate needs to be seen outside of your local hospital, Prime can assist with negotiated rates with a larger network of facilities and providers.



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### **If there is no cost to participate, how does this program work?**

When your agency submits a medical bill to Prime to negotiate and/or scrub, if no savings are realized, there is no charge for the services provided. If Prime does achieve savings, a percentage of the savings is retained by Prime. The fee is included in the final billing invoice, so there is no separate invoice for the services. Again, since the fee is a percentage of savings, the program is completely risk-free and no additional cost to your agency.

### **Once I sign up, how does my agency start using the program?**

Your agency can start using the program right away by sending any unpaid invoices for offsite medical services to Prime to see if savings can be realized using their contract scrubbing and negotiation practices. Then, moving forward, the program can be used before the medical service or after. To use the Offsite Inmate Medical Services Program before the service, simply call Prime's toll-free number to pre-verify the medical service. Then, present a Member ID-card (provided by Prime upon enrollment) to the medical provider to ensure they have the billing information. Again, there is no problem using the program after the medical service by simply submitting the invoice to Prime before paying it.

### **What is the process when a claim is received by Prime Corrections?**

Each agency sets up how they want claims to be received by Prime (some prefer to receive them and then submit, others have claims directly sent to Prime). Once Prime receives the claim, they will start scrubbing and negotiating it to achieve the best possible savings for your agency.

### **How and when are the medical providers paid?**

Once Prime processes a claim, your agency receives an invoice from Prime. Once your agency pays Prime, Prime pays the medical provider. The invoice from Prime is never more than the invoice submitted by your agency as this program costs nothing and is risk-free to use.

### **How will I know how much my agency is saving?**

Your agency's savings will be reported in two ways. First, each invoice from Prime will show the savings for that invoice. Invoices break down the original claim amount, the amount that will be paid to the medical provider, the portion of savings retained by Prime, and the net amount saved by your agency. Then, at the end of each month, your agency will receive a monthly report showing total savings.

