

## Third Party Payor Contract Management Self-Assessment

This self-assessment is designed to help evaluate, weaknesses and opportunities in your organization's managed care contracting process. The information you complete is anonymous and for your benefit. Aggregate results may be discussed during the webinar session but no specific responses or identifiers will be share

	YES	NO	I Don't Know	Comments
Do you have a list of all your managed care contracts and product/network participation?	_____	_____	_____	_____
Do you have copies of all your managed care contracts and product/network addendums?	_____	_____	_____	_____
Do you have copies of all your current managed care fee schedules?	_____	_____	_____	_____
Do you track key contract terms by payor/product/network (e.g. timely filing)?	_____	_____	_____	_____
Have you re-negotiated (not just signed) any managed care agreements within the last three (3) years?	_____	_____	_____	_____
Have you reviewed and assessed all of your managed care contracts to determine the profit or loss on each contract, based on your cost of doing business, in the last three (3) years?	_____	_____	_____	_____
Have you analyzed your negotiated fee schedules against industry benchmarks in the last three (3) years?	_____	_____	_____	_____
Do you have a process to identify the accuracy of your contracted payors' payments?	_____	_____	_____	_____
Can your billing system easily identify underpayments?	_____	_____	_____	_____
Do you have a process to assess timeliness of payors' payments against your contract or state laws?	_____	_____	_____	_____
Do you track claim rejection reasons from your clearinghouse?	_____	_____	_____	_____
Do you track denial reasons from payors? Do you track payments and adjustments on a line-item basis (versus claim-level basis)? Do you know your denial rate by payor?	_____	_____	_____	_____
Do you consistently appeal denials/underpayments?	_____	_____	_____	_____
Do you track your success rate in overturning denials/recovering underpayments?	_____	_____	_____	_____
Do you have a system in place to assure you are getting all of the notices that the payor sends out or posts on their websites to assure you are not materially impacted?	_____	_____	_____	_____
Do you have a process to identify payor policies relevant to your practice and to actively monitor updates to those policies?	_____	_____	_____	_____
Do you understand your payor mix and how this is impacting your profit/loss?	_____	_____	_____	_____

Do you know if any of your contracts can be used by entities other than the one you contracted \_\_\_\_\_  
w/i.e. Exchange, Discount, Workers Comp, Auto network products, leased networks?