



2024 MEDICAL CAPTIVE FORUM | MAY 1ST & 2ND | NEW ORLEANS, LA

# THE BIG EASY APPROACH TO BENEFITS

Quality, Affordable Healthcare Made Simple





**Beth Snyder**  
Chief Operations Officer  
at Roundstone

# Life Cycle of a Claim



**Hannah Morris**  
Customer Success Manager  
at Roundstone

# Today's Agenda

1

What is a Stop Loss Claim?

2

How do Claims Get Paid?

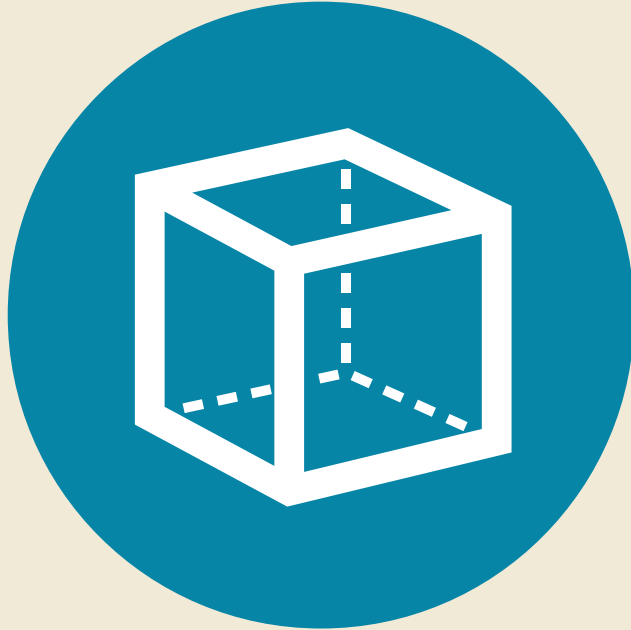
3

FAQs and Helpful Hints for Employers and Brokers

# Our Values...



**You Deserve Affordable  
High-Quality Care**

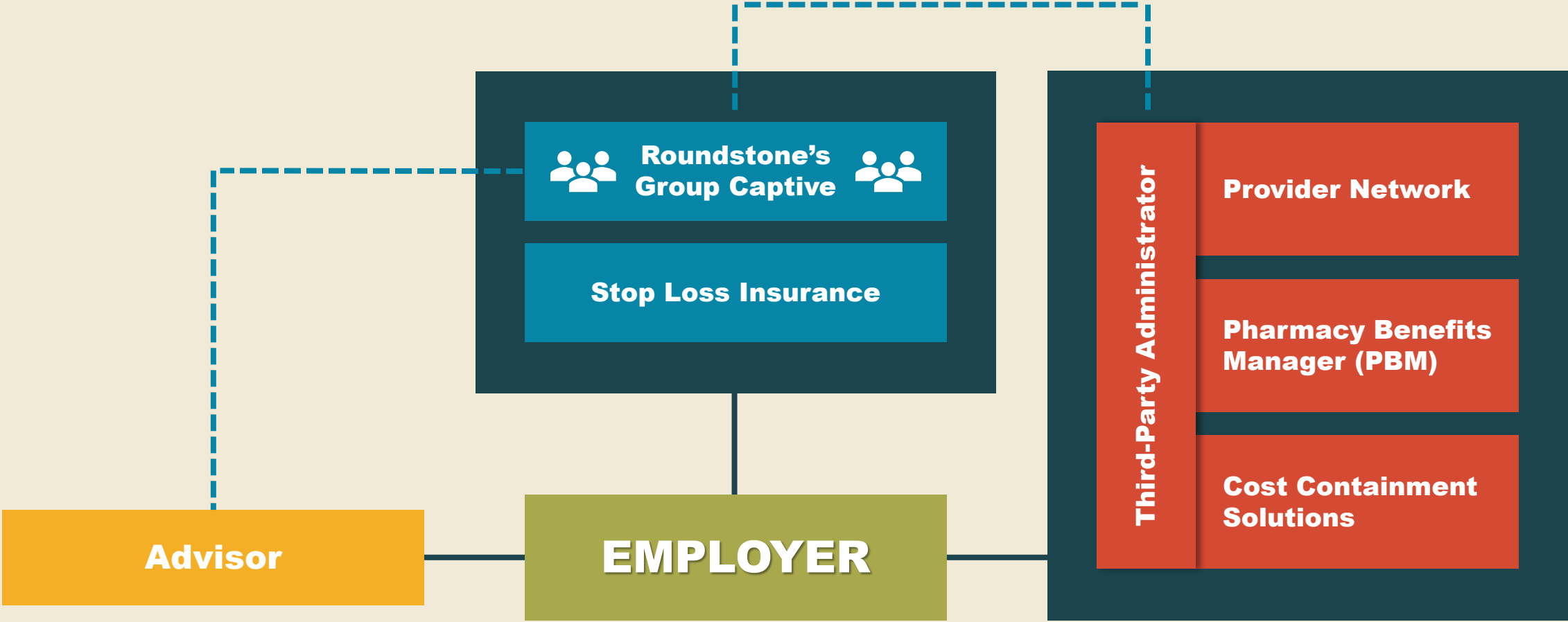


**You Deserve  
Full Transparency**



**You Deserve to  
Control Your Benefits**

# Who's Who



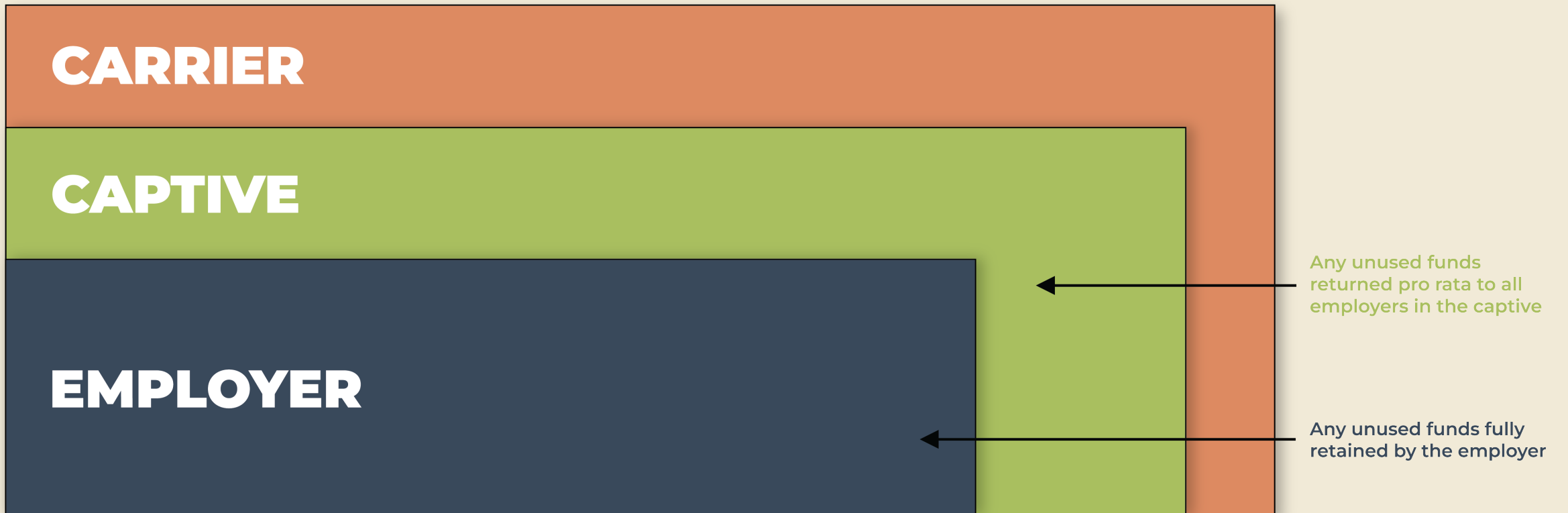
# What is a Stop Loss Claim?

Stop Loss Claims are claims within the captive layer and attaching reinsurance.

- Spec Claim – Above the Individual Specific Deductible.
- Agg Claim – Above the Aggregate Attachment Point, annually.



# How It Works



# **How Do Stop Loss Claims Get Paid?**

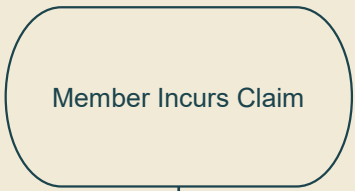




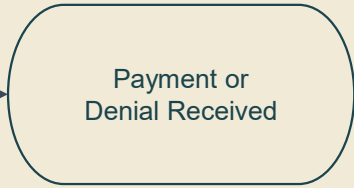
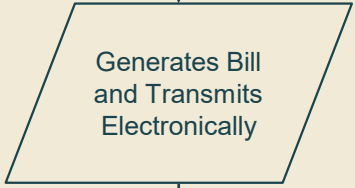
# **Medical Stop Loss Claim Lifecycle**



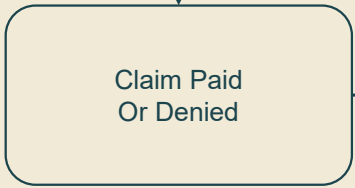
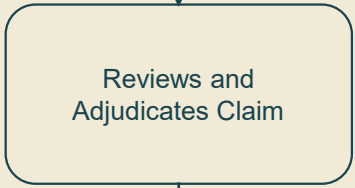
Employer



Provider



TPA



Roundstone

## Role of the TPA in Claims

- Manages large volumes of simple, lower dollar claims
- Looks for abnormalities and checks precerts
- Ensures Diagnosis codes, Procedure codes, & Billing match
- Connected to the Network directly, working with Network & Providers on escalations and changes.
- Manages plan setups that maintains “rules” for funding per the SPD

Employer

Member Incurs Claim

Provider

Generates Bill and Transmits Electronically

Payment or Denial Received

TPA

Reviews and Adjudicates Claim

Claim Paid Or Denied

Spec Deductible Reached?

YES

Completes Spec Claim Submission with Documentation

Roundstone

Inputs and Assigns Claim for Review

Verify Claimant Employment Details And Status

Verify Contract Details and Benefit Plan

Submission Review: (1) Precerts (2) Benefits Applied Correctly (3) Exclusions

Proof of Payment and Timely Submission

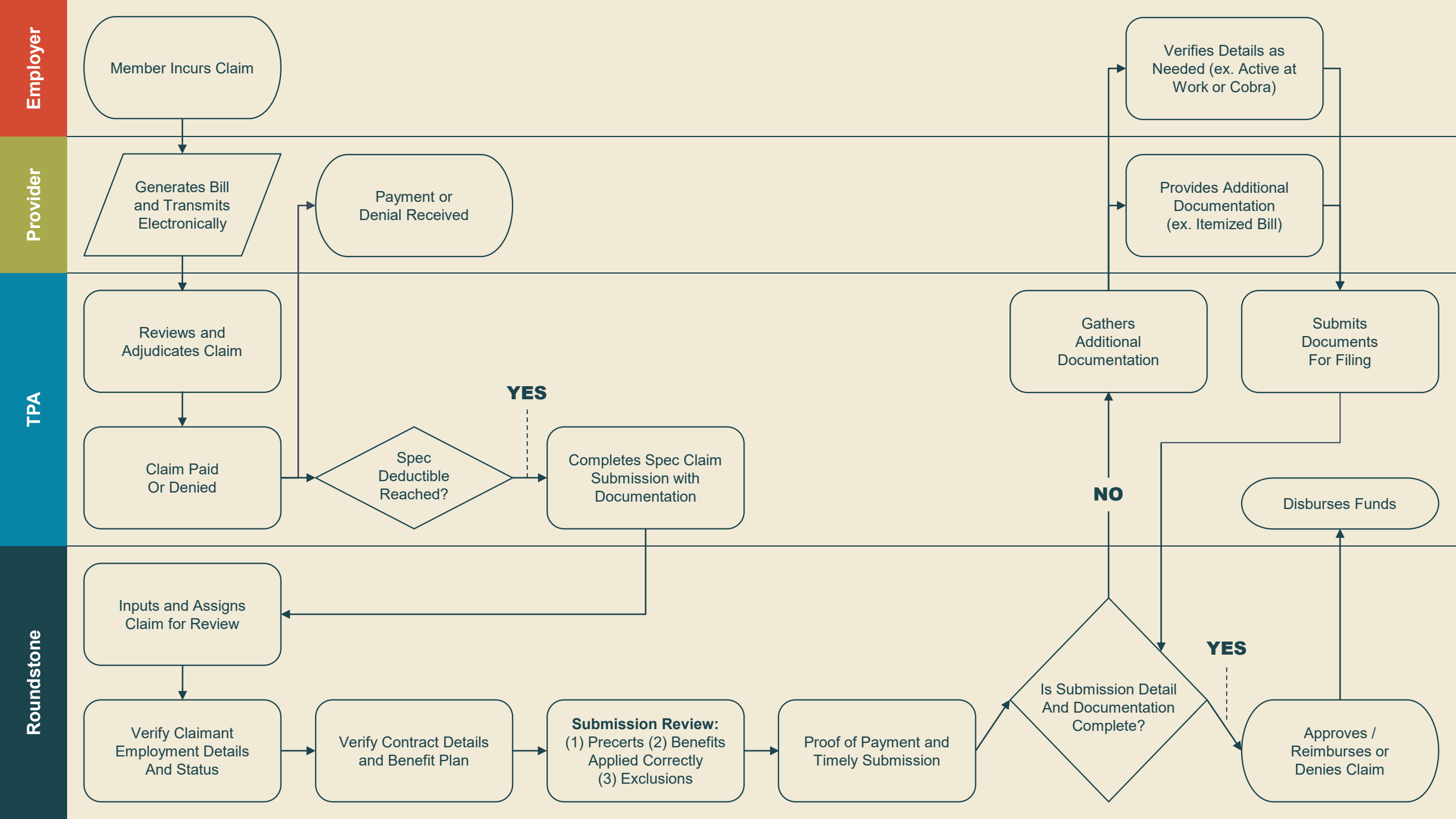
Is Submission Detail And Documentation Complete?

YES

Approves / Reimburses or Denies Claim

### Role of Roundstone in Claims

- Looks at the member as a whole once they reach Spec
- Validates alignment with Employer (based on SPD).
- Ensures compliance with Re-insurance carrier requirements for approval above the captive layer.



Employer

Provider

TPA

Roundstone

Member Incurs Claim

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Reviews and Adjudicates Claim

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Spec Deductible Reached?

YES

Completes Spec Claim Submission with Documentation

Inputs and Assigns Claim for Review

Verify Claimant Employment Details And Status

Verify Contract Details and Benefit Plan

**Submission Review:**  
(1) Precerts (2) Benefits Applied Correctly  
(3) Exclusions

Proof of Payment and Timely Submission

Is Submission Detail And Documentation Complete?

YES

Approves / Reimburses or Denies Claim

NO

Gathers Additional Documentation

Verifies Details as Needed (ex. Active at Work or Cobra)

Provides Additional Documentation (ex. Itemized Bill)

Submits Documents For Filing

Disburses Funds

# Accuracy is Our Standard

Roundstone's stop loss claims team has a responsibility for accurate claim adjudication to ***every captive participant***, and we take that very seriously.

We're best-in-class claim adjudicators because we take the time to review all available claim information, provide quality audits, accurate payments, and cost containment recommendations.

We collaborate and communicate regularly with our TPA and Broker to make sure we are keeping our members and captive participants informed.

# **FAQs and Helpful Hints**



# Claims FAQs

**How long does it take to pay a claim?**

- Our standard is under 30 days for clean claim.
- Current turnaround is 6 days.

**What's the difference between a non-Stop Loss and a Stop Loss Claim?**

- Over the Individual Spec Deductible.

**Why are we asking for additional information on a claim?**

- Eligibility & COB.

# Helpful Hints for Brokers & Employers

**Understand your policy, signed plan document, and coverage terms.**

**The processes, responsiveness, and collaboration of our TPA Partner greatly impact the lifecycle of a Stop Loss Claim.**

**Roundstone's Customer Outcomes Managers are available to consult and facilitate complex issues.**



**Q&A**

**Thank you.**