

SKYGEN USA offers its third-party administration clients a comprehensive standard reporting package, including the following reports:

STANDARD REPORTING PACKAGE

- **Audit Accuracy.** Provides the client with statistics on the accuracy of payment of claims
- **Appointment Availability.** Outreach is done by our Provider Services department to verify if providers/locations have appointments available for members based on requirements determined by the client/health plan/state
- **Authorization Summary.** Provides the client with the number of authorizations received during the reporting month. Of those authorizations received, breaks down the number of approved and denied services and of those services the number that were administrative denials and clinical denials. Also provides the turnaround time for prior authorizations and post (retrospective) authorizations.
- **Call Center Stats.** Provides the client with the number of calls received, average speed to answer, average talk time, abandonment rate, average hold time, number of calls transferred, number of calls placed on hold, and the top 5 call reasons.
- **Check Register.** Provides the client with information in regards to checks/EFTs sent to payees.
- **Claims Summary.** Provides the client with the number of claims paid and the turnaround time for those claims. Also provides the number of claims denied and the turnaround for those claims. Any claims pending (not paid) during the reporting month are also listed along with how long they have been pending.
- **Claims TAT Detail.** Provides the client with the overall number of claims received (clean and non-clean) and of those claims how many were paid during the reporting month. The top 10 denial reasons are also provided.
- **Complaints, Appeals, and Grievances.** Detailed list of complaints, appeals, and grievances received and resolved during the reporting month.
- **Compliance-HIPAA.** Detail of any Compliance/HIPAA incidents that may have occurred during the reporting month.
- **Credentialing Summary.** Provides the client with the number of credentialing applications received and processed during the reporting month. The number that was approved and denied along with the turnaround time of those applications is provided.



POWERING HEALTHCARE FOR THE DIGITAL AGE

STANDARD REPORTING PACKAGE

- **Delegated Vendor Oversight.** Provides the client with a high-level summary of delegated functions. Allows the client to see whether we are meeting SLAs and can see trends on the number of claims received/paid, auths received/determined, etc.
- **Eligibility Summary.** Provides the client with the number of members in different age ranges, product classes, etc.
- **Fraud, Waste, and Abuse.** Detail of any Fraud, Waste, and Abuse incidents that may have occurred during the reporting month.
- **HEDIS.** Provides the client with the number of unique members that have received a particular service during the reporting month and compares to the number of eligible members.
- **Penetration Rates (PenRates).** Similar to HEDIS but provides an overall number of members served during the reporting month and the monthly membership.
- **Recredentialing Report.** Detailed list of providers that were recredentialled during the reporting month.
- **Termed Providers.** Detailed list of providers that were termed during the reporting month.
- **UM Denials.** Detailed list of authorizations that were denied during the reporting month.

SKYGEN also offers ad hoc reporting tools to its third-party administration clients.

Please note that our standard reporting package varies based on the services delegated to SKYGEN USA. Reports will only be provided for the services performed by SKYGEN USA.

ABOUT SKYGEN USA

SKYGEN USA powers dental and vision connectivity solutions that inspire our clients to move confidently into the future by employing technology that creates unparalleled efficiencies, streamlines marketplace interactions and drives better healthcare access, value and satisfaction. We help dental, vision and other specialty benefit payers in both commercial and government markets become the most efficient and effective healthcare organizations in the country through intelligent SaaS automation, technology-enabled services, marketplace connectivity, and risk management solutions. SKYGEN USA powers the nation's largest healthcare insurers with clients operating in over 100 markets, serving over 35 million member lives on our technology platform, and 10 million member lives through our technology-enabled services.