

REVENUE ENHANCEMENT STRATEGIES: NEGOTIATING INSURER CONTRACTS

Who Is TenHoor and Associates?

Since forming his consultancy in 1997, Bill TenHoor has been meeting the contemporary marketplace challenges of public and private sector healthcare clients. A senior policy manager on the immediate staff of three successive secretaries of HHS and program manager at the National Institute of Mental Health and the US Administration, Bill has provided C-Suite level development guidance as an executive and a consultant to companies and organizations nationwide, including provider organizations, health plans, advocacy organizations and governmental agencies.

Why Use This Service?

TenHoor assists organizations to enhance the revenues they derive from health insurers and managed care organization their intermediaries. For many providers, particularly in the disability and behavioral health sector, this is an increasingly significant percentage of their revenues. However rates of reimbursement for many procedure codes have actually decreased over the past decade. TenHoor enables providers to engage with insurers proactively by presenting the full value they bring to payers and deriving more appropriate compensation as a direct result

What Is the Process?

TenHoor employs a proven, three-part process of research, contract strategy development and contract negotiation. TenHoor assists organizations to understand who the insurers are as organizations by gathering relevant information about business history and

recent public postures on provider risk pushdown, Accountable Care Organization involvement, narrow networks and other health reform issues. Providers come to understand the various divisions within an insurance company, the sources that influence this particular insurer and the experiences of other providers who contract with them. Providers better understand how they are viewed by insurers and why, and to better leverage their strengths and assets as a result.

TenHoor collaborates with clients to develop the contract team and the strategies and process for negotiation that emphasize and increase opportunities for success. TenHoor provides a framework to assess contracts and to determine more and less desirable features and benefits and how they contribute to larger organizational goals, strategies, operations and infrastructure. Together the contract team defines those provisions which they seek to achieve in negotiation, and prioritizes their relative levels of importance. TenHoor helps providers position their offerings to anticipate and achieve mutually desirable outcomes.

The final step is the implementation of a formal contracting strategy, defined by activities and tactics conducted over specific timeframes, including important external events that may provide leverage during the negotiation process. TenHoor consultants may be the only party negotiating for the organization or a player-coach on a negotiation team. The process is complete upon the ratification of a new, more financially and programmatically rewarding contract with more favorable terms and conditions.