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Payer Starts Real-Time Adjudication

The UnitedHealthcare division of UnitedHealth Group has launched real-time adjudication of claims submitted through its physician Web site.

The service is designed to adjudicate a claim within 10 seconds, enabling a provider to know a patient's payment responsibility before the patient leaves the office. The real-time adjudication service, at unitedhealthcareonline.com, is available for most employer-based commercial insurance plans offered by the Minneapolis-based insurer. It is not yet available for plans operated by recently acquired companies--particularly Golden Rule, Oxford and PacifiCare. Those plans will offer real-time adjudication as integration and upgrade work is completed.

UnitedHealthcare also soon will make the real-time adjudication service available via third-party claims clearinghouses. The insurer will start pilot programs during the second quarter with a small number of clearinghouses, including the Payerpath division of Misys Healthcare Systems, Raleigh, N.C.