

**opsdog**

**BPMN 2.0 FORMAT**

## HEALTH PLANS Medical Claims

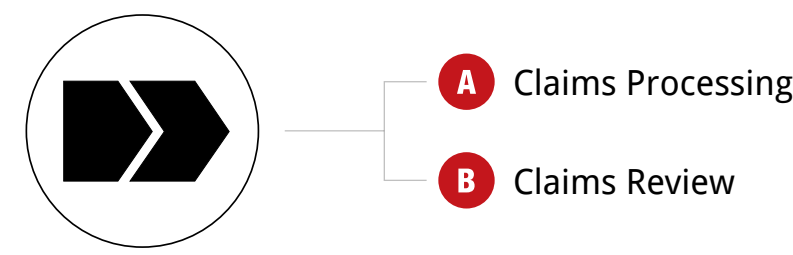
**The OpsDog Service Industry Hierarchy**

- Health Care Operations
  - Health Plan Operations
    - Network Development & Management
    - Business Development
    - Actuarial
    - Underwriting
    - Policyholder Services
      - Claims
        - Medical Claims
      - Prior Authorization
      - Medical Coding
      - Medical Billing

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DO-IT-YOURSELF BUSINESS PROCESS IMPROVEMENT WORKFLOW

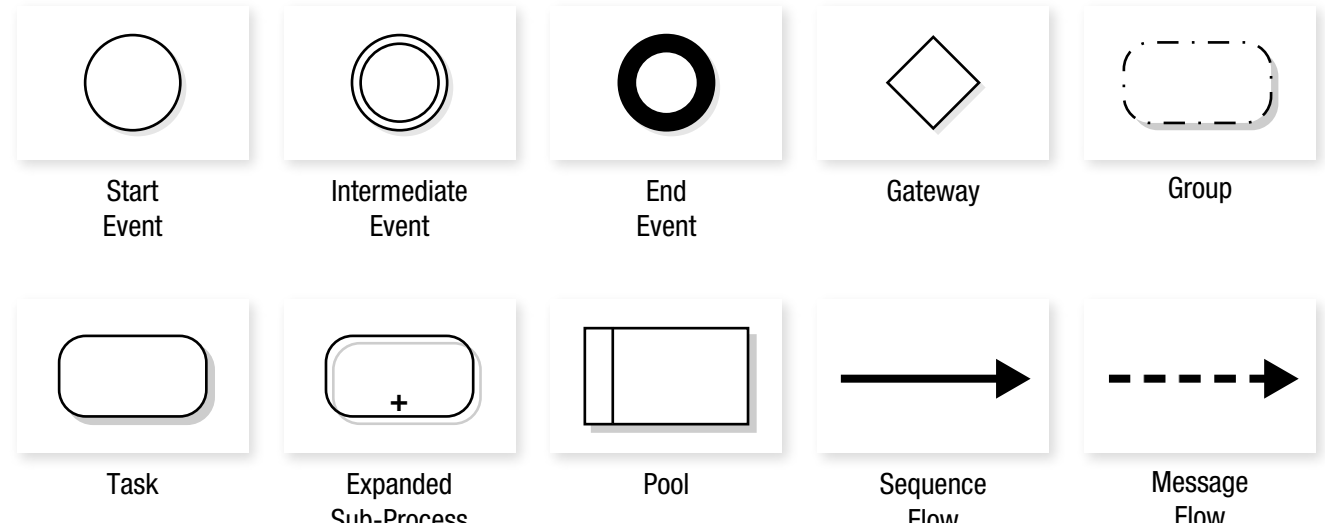
**Medical Claims: Workflow**



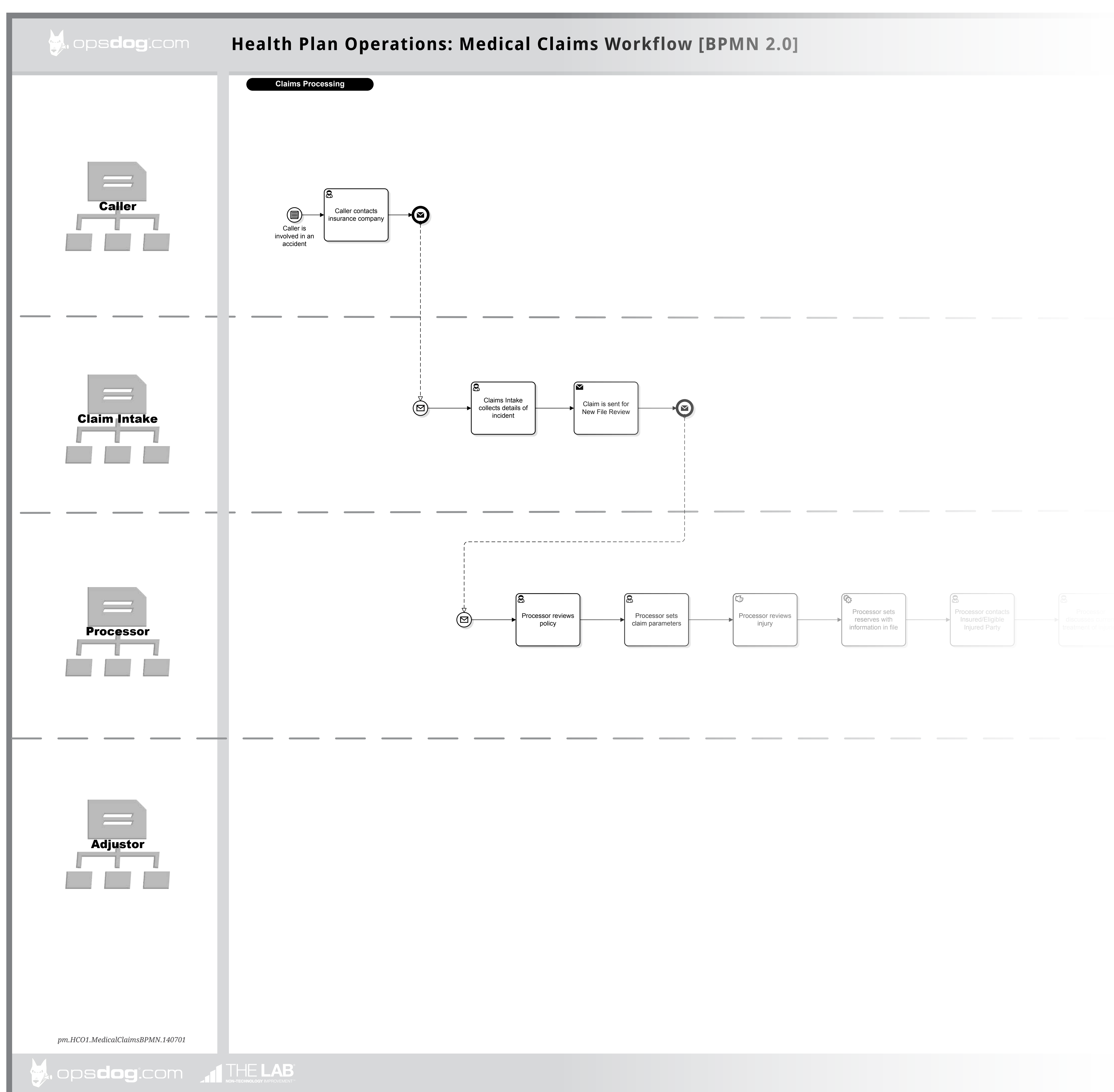
**Workflow Description**

The intake, processing, investigation and resolution of incoming medical claims from plan members includes initial member contact, claim review, adjustment and final closure or denial of claim.

**Legend**



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