

**Strategic
PRIORITIES**



Advocate



Educate




Connect

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**2023
Priorities**

- Preserve patient access to care
No Surprises Act (NSA)
- Medicare physician fee schedule
- Down coding policies

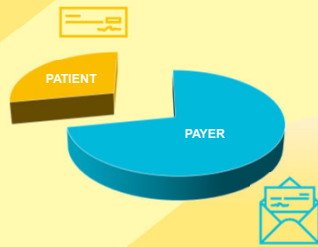
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**Payer Behavior
Leading
Up to NSA**



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Balance Billing



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Affordable Care Act



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Narrow Networks

Surprise Coverage Gaps



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[illegible]

Payer Behavior Resulting from NSA Regulations

[illegible]

The diagram is set against a yellow background with a diagonal line. On the left, the text "Qualifying Payment Amount (QPA)" is displayed in blue and yellow. A vertical blue line separates this text from a presentation board on the right. The board shows a pie chart with a blue section (approximately 75%) and an orange section (approximately 25%).

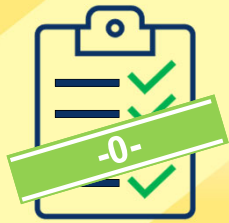
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Cancellation of In-Network Contracts



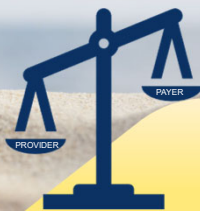
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Clean Claims



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Independent Dispute Resolution (IDR)



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Batching



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IDR Experience

Many payers don't even acknowledge when a claim has been filed, often misappropriating QPA language to support their low payments.

91%

of filed IDR claims remain open

95.6%

of IDR claims pending for more than 5 months



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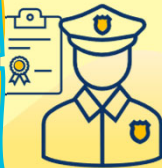
IDR Enforcement

75%

of payers failed to make an actionable offer during

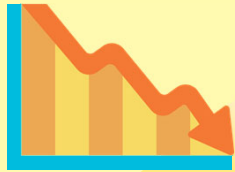
87%

of payers failed to pay in accordance with IDR determination



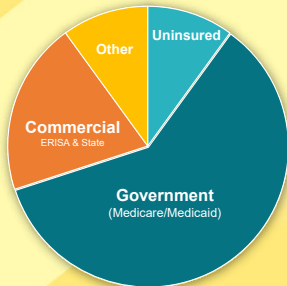
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Impact on Revenue Cycle



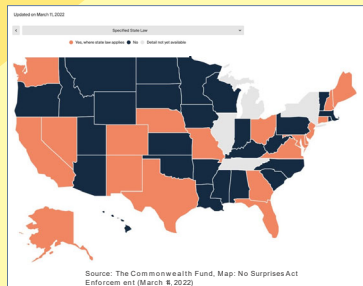
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Business of Emergency Medicine



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NSA – Specified State Law



Source: The Commonwealth Fund, Map: No Surprises Act Enforcement (March 8, 2022)

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