



Case Study: Optimizing Claims Accuracy and Value through the Celerity Platform

Background:

The distributor under consideration is a prominent mid-size player in the market and considered technically mature. They manage a substantial workload, handling Special Pricing Agreements (SPAs) from 40 different manufacturers, amounting to approximately 6,500 SPAs annually. These agreements cater to a diverse range of clientele, including OEMs, contractors, MRO, and One-time Special Price agreements. The distribution of SPAs ranges from local branch specials to national agreements, and they are received through various channels, such as EDI, CSV, PDF, EXCEL, or API.

Objective:

The focus of this case study is on one manufacturer, where the distributor, on average, handles around 220 Special Pricing Agreements annually. The goal is to compare the accuracy and efficiency of the distributor's direct filing with the manufacturer against the utilization of the Celerity Platform over a one-month period.

Methodology:

The study examined 1,413 rebate lines for one month, assessing the accuracy of information provided directly by the distributor compared to the data generated by the Celerity Platform.

Findings:

Overall Accuracy:

- 81% (1,144 lines) were accurately reported and matched by both the distributor and the Celerity Platform.
- 19% (269 lines) contained inaccurate or incorrect information.

Financial Impact:

- The distributor underreported a total of \$58,665.54 in claims opportunity for the 269 lines.
- The Celerity Platform provided accurate information, saving the distributor the full \$58,665.54 in claims value.

Breakdown of Errors:

- **Incorrect Price Tied to SPA:**
 - 228 lines had the wrong price tied to the SPA, resulting in an underreporting of \$54,093.82 in claims.
 - The Celerity Platform applied the correct price, saving the distributor \$54,093.82.
- **Rejected Claims due to Incorrect SPA Price:**
 - 23 lines were rejected due to the incorrect SPA price being applied, resulting in a loss of \$2,552.35 in claims.
 - The Celerity Platform applied the correct SPA, saving the distributor \$2,552.35.
- **Miscellaneous Errors (Location, Price, Product):**
 - 18 lines contained wrong information (location, price, or product), leading to a loss of \$2,021.37 in claims.
 - The Celerity Platform applied the correct information, saving the distributor \$2,021.37.

Potential Savings with Celerity Platform:

- If the distributor had processed the data through the Celerity Platform, all 269 lines with inaccuracies could have been corrected and matched, resulting in a 100% accuracy rate.
- This would have saved the distributor the entire \$58,665.54 in loss and the time spent on reconciliation.

Conclusion:

The case study highlights the significant impact of inaccuracies in claims processing and the potential benefits of utilizing the Celerity Platform. Implementing such a platform not only ensures accuracy but also translates into substantial financial savings for the distributor. The findings underscore the importance of efficient tools and technologies in optimizing the claims management process for distributors operating on a large scale.