

Top 10 retailer accelerates postpay recoveries with Zero Hour Alerts™

A top 10 national retailer with \$72 billion in annual revenue was experiencing significant real-time margin loss due to recurring issues with its deal management systems and processes. As the retailer's long-term partner for post-audit recovery services for more than 10 years, Cotiviti collaborated with multiple stakeholders to develop a novel business solution: Zero Hour Alerts™.

Resolving the deal management system and process gaps required the implementation of intercept alerts to accelerate recovery activities up to 90 days after a transaction, providing timely decision insights. Cotiviti worked with the retailer to understand the datasets needed for each alert category and the data delivery frequency needed to generate near-pay alerts, with a specific focus on price anomalies, missed promotional funding, and negative margin.

In the first year, Cotiviti delivered intercept alerts tied to more than 25% of overall audit recoveries.

In the first year post-implementation, not only did the alerts result in a significant portion of overall recoveries, but they also provided ongoing visibility to issues, such as operational errors, that may not otherwise have resulted in a recovery.

Key results

\$23M total value of Zero Hour Alerts™ generated annually on average

25% of recoveries accelerated with Intercept alerts

90% of total system pricing recoveries addressed by pricing alerts

Key benefits experienced

- Acceleration of issue resolution to within 90 days of transaction
- Improved cash flow (days to cash)
- Greater visibility and ability to prioritize payment error resolution

Key Cotiviti differentiators

- **True error prevention:** Issue resolution prior to margin loss
- **Proven audit rules and concepts:** Technology backed by 40+ years of experience
- **Robust alert catalogue:** Configurable alert concepts across all claim categories

 To learn more about how Cotiviti Retail can increase your organization's savings with Zero Hour Alerts, email zerohour@cotiviti.com.