Healthcare review and assessment pioneering the right way

Health Insurance Review & Assessment Service

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The Health Insurance Review and Assessment Service (HIRA) is pioneering the right way for health review and assessment by adhering to the standards and principles in good faith for the health and happiness of all citizens.

HIRA will increase the value of health insurance with fair review of medical expenses and healthcare quality assessment to ensure that everyone can use the medical services that they need without worries.
Vision and Mission

HIRA looks ahead, think big, and will build a better future of health insurance.

VISION
National Healthcare Assessment agency to establish the healthy and safe healthcare environment

People as our top priority
Communication and Cooperation
Open Expertise

Fairness and Balance

MISSION
Public Health Promotion through the development of health insurance and healthcare
HIRA is creating an environment in which all citizens can use high-quality medical services at affordable costs by reviewing whether hospital medical expenses are claimed correctly and assessing the quality of healthcare services is appropriate.

Furthermore, in order to alleviate the concern over medical bills, HIRA sets benefit criteria to allow essential medical services to be covered by health insurance and is expanding insurance coverage in a gradual manner.

HIRA will continue to exert all efforts to ensure that all citizens can benefit from their valuable health insurance premiums according to reasonable standards and principles.

To this end, HIRA will actively communicate with the healthcare industry and move towards establishing review and assessment system to guarantee people better healthcare services.

HIRA will take a lead in creating a society where all citizens can use the medical services that they need without worries.

Thank you.

Seung Taik Kim, president of HIRA
April 2019
Organizational History

The historical trace of the Health Insurance Review and Assessment Service shows the history of development of health insurance and healthcare of the nation.
Placing the top priority on people, we are creating a healthy and secure healthcare environment according to the set standards and principles.
Claims Review

We review whether the fees are claimed properly and valid medically and pharmaceutically.

We review and verify in an objective and fair manner whether the claims of the healthcare institutions are accurately calculated according to the standards set forth in the ordinance and whether the corresponding treatments are valid medically and pharmaceutically and determine the amount to be paid.

With 40 Years of expertise, we review various medical expenses.

We provide information to and monitor Healthcare institutions by selecting management indicators for areas that need to improve the quality of medical service or have a large impact on the increase of medical fee.

We select items that show a sharp rise in medical fee or arouse social issues and after a prior-notice, perform an intensive review.

After the review, we meticulously check the medical fee of the people once again.

Re-review of claims

If it is necessary to have annual or monthly management, cumulative management, management for each patient or to check links between the healthcare institutions, we investigate the appropriateness in a post-management manner.

On-site investigation

Based on the details of medical treatment, healthcare institutions that are likely to have fraudulent claims are verified in writing or on a site visit regarding the facts and lawfulness.

### Annual claims

<table>
<thead>
<tr>
<th>Annual medical fee</th>
<th>78.9 Trillion won</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual number of Claims</td>
<td>15.1 Billion cases (2017)</td>
</tr>
</tbody>
</table>

**Review Procedures**

- Pre-check of claims error
- Receipt of claims
- Electronic check
- Electronic review
- Close review
- Review result notification

**Together with the Healthcare institutions We shape an autonomous and appropriate medical services environment.**

**Operation of Indicator Linkage Management System**

We provide information to and monitor Healthcare institutions by selecting management indicators for areas that need to improve the quality of medical service or have a large impact on the increase of medical fee.

**Advance notice on selective intensive review**

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**After the review, we meticulously check the medical fee of the people once again.**

**Re-review of claims**

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**On-site investigation**

Based on the details of medical treatment, healthcare institutions that are likely to have fraudulent claims are verified in writing or on a site visit regarding the facts and lawfulness.
With healthcare quality assessment, we lead the way in improving the quality of medical care.

For each healthcare institution, we assess whether the medical services such as consultation, treatment, drug administration, and examination, etc. are appropriate both healthcare and pharmaceutically and announce the result to improve the quality of medical service and guarantee the medical choice of the people.

Healthcare Quality Assessment

We assess the overall areas of healthcare. We are continuously expanding the assessment areas from the conventional medicine-centered assessment to the coverage of dental area, from the adult disease-centered assessment to the inclusion of the entire life cycle, and from the clinical effectiveness to the patient experience and safety centered assessment.

Based on the assessment result, incentives or disincentives are applied to reimbursement.

We are also making efforts to improve the quality of healthcare. Support program for the quality improvement of healthcare institutions.
PART 03
Setting Health Insurance Coverage Criteria

We make the right and reasonable standards of health insurance.

In order for the public to receive safe and appropriate medical services, we set the standards such as health insurance coverage method of medical procedure, drugs and medical materials, procedures, scope, upper limit and exclusion criteria.

We set the health insurance coverage items and costs.

We assess and decide whether newly developed procedures, drugs and medical materials are covered by health insurance, and set their prices at the request of healthcare institutions, pharmaceutical companies, and treatment materials suppliers, or by authority.

We set the criteria for health insurance benefits.

We have set health insurance coverage standards for procedure, drugs, and medical materials in consideration of clinical and pharmaceutical validity and cost effectiveness.

Announcement of criteria for health insurance benefits

We manage the insurance price of procedure, drug and medical material.

Through revision of the relative value score of medical services, examination of the actual transaction price of the drugs and medical materials and price re-evaluation, we continuously manage the appropriate insurance price.

What is the relative value score?
The value of medical services is expressed by the relative score between each service, which consists of 3 factors such as workload, medical fee and risk.

We develop and manage patient classification system that reflects the reality of medical services in Korea.

In order to compare the medical fees or medical service level between healthcare institutions, the patient composition status of the healthcare institutions to be compared should be identical, and the patient classification system is used as a tool for adjusting the differences.

What is the patient classification system?
A system that classifies patients into similar groups in terms of clinical significance and healthcare resource consumption using diagnostics, clinical procedures, and functional status.
PART 04

Health insurance coverage expansion

A country without the worries and burden of medical costs, HIRA is with you to turn the goal into a reality.

HIRA is faithfully carrying out the government’s policies to strengthen the health insurance protection, such as expanding the health insurance coverage of procedure-drugs-medical materials necessary for treatment, and reducing the patient co-payment rate.

Health insurance coverage expansion, HIRA is exerting all efforts.

- Abolition of selective treatment fee (’18.1)
- Upper abdomen ultrasound covered by health insurance (’18.4)
- Tertiary hospital upgraded ward of general hospital (2-3 person ward) covered by health insurance (’18.7)
- Brain cerebrovascular MRI scan covered by health insurance (’18.10)
- Pelvic/abdominal ultrasound and urinary ultrasound covered by health insurance (’19.2)
- Severe dementia co-payment rate 20~60% → 10% reduction (’17.10)
- Neurocognitive function test for early diagnosis of dementia covered by health insurance (’17.10)
- 65 or over denture co-payment rate 50% → 30% reduction (’17.11)
- 65 or over implant co-payment rate 50% → 30% reduction (’18.7)
- 15 or less children hospitalization fee co-payment rate 10~20% → 5% reduction (’17.10)
- 18 or less Tooth filling co-payment rate 30~60% → 10% reduction (’17.10)
- Health insurance coverage for the full course of subfertility treatment (’17.10)
Health insurance coverage for various diseases is further expanded.

A Diagnosis-related group (DRG) is a payment system that a patient pays a predetermined amount for each disease for all the medical treatments for the period from the admission to and discharge from a hospital.

In order to reduce the burden of medical expenses for the public and for the healthcare institutions to provide appropriate medical services autonomously HIRA is operating DRG system.

New DRG system reduces the burden on patients and broadens insurance coverage.

What is the New DRG system?

In the new DRG system, the basic services required for medical treatment such as the admission fee and treatments are grouped to a comprehensive amount, and other services such as the surgeon’s operations and procedures are separately reimbursed for by the medical treatments, and 559 disease groups in patients (health insurance, medical benefits) can benefit from the system.

Expansion of pilot business of the New DRG system

We are continuously expanding participating institutions from public to private healthcare institutions. 42 institutions(’17)→56 institutions(’18)→200 institutions or over(’22)
Healthcare Resources Management

We manage the workforce, facilities and equipment status of all healthcare institutions and pharmacies nationwide. Healthcare resources refer to human resources, facilities, and equipment required to provide medical services and are basic data necessary for claims review and quality assessment. HIRA registers and manages the status of healthcare resources reported from the healthcare institutions and pharmacies.

Medical Workforce Management
We manage the numbers, qualifications, work status and history of medical personnel such as whether there are specialists in specific medical departments, how many nurses are in charge of inpatients, etc.

Medical Facility Management
We oversee whether the hospital appropriately establishes and maintains facilities for patient treatment such as the number of inpatient rooms and whether there are operation rooms, emergency rooms, and physical therapy rooms.

Medical Equipment Management
We register and manage medical equipment directly related to medical treatments and since 2011 November, we have systematically managed production and distribution by attaching bar codes to 23 types of medical equipment.

Assessment and Designation of Specialized Hospitals
A general hospital specializing in highly difficult medical treatments for serious illnesses is assessed every three years and designated as a tertiary hospital.

As of December 2018

You can find information on the medical institutions and pharmacies by region and by other conditions.

HIRA website  www.hira.or.kr
Hospitals/Pharmacy  Search hospitals and pharmacies

Health Information  Mobile App  Search hospitals and pharmacies  Find a hospital or pharmacy
PART 07
Drug Distribution Information Management

We take responsibilities for the transparent and safe distribution of all medicines in Korea.

HIRA collects and manages the production, import and supply history and information of all medicines distributed in the country. Through this, we are contributing to the advancement of drug distribution and transparency in distribution by creating a safe drug use environment for the public.

For all drugs, Standard codes are assigned and managed systematically.

For all the drugs distributed in Korea, we assign a standard code of 13 digits consisting of country identification code, company identification code, item code and verification number. Manufacturers and importers of drug will distribute drugs after attaching a bar code marked with this standard code or RFID tag attached to individual drugs.

Through the serial number system, we monitor the distribution history of drugs in real time. “Serial number”, a unique number is assigned to individual drug in the minimum packaging unit, and the entire distribution process from production to consumption is tracked in real time. This enables the distribution of counterfeit drugs and illegal drugs to be blocked promptly so that the public can use drugs safely.

We are contributing to the development of the pharmaceutical industry by utilizing information on distribution of drugs.

Drug distribution information managed by HIRA is expanding its use in various fields, such as calculating official national statistics, establishing health insurance policies, researching pharmaceuticals, and development of the pharmaceutical industry.
Drugs that should not be taken together, or if the medicine duplicates, we check in advance. Through Drug Utilization Review (DUR), on drug prescription and dispensing we provide the doctors and pharmacists the drug administration information by patient in real time, preventing inappropriate drug use in advance.

**Drug Utilization Review (DUR)**

**PART 08**

Various information on the safety of medicines is monitored.

- Whether the medicine is safe for you to take with other drugs
- Whether it is a medicine suitable for children or elderly
- Whether the drug is suitable for the pregnant woman
- Whether the drug has any problems regarding safety
- Whether the maximum daily dosage is exceeded
- If the current medication and the newly prescribed drug is duplicated, etc.

**My prescription! At a glance**

You can visit a hospital or pharmacy anytime and check the drug information that have been prescribed and dispensed in the last year.

- HIRA website [www.hira.or.kr](http://www.hira.or.kr)
- "Health Information" Mobile App [My prescription! At a glance]

**Check whether my medication is safe**

On the HIRA website, Drug Utilization Review (DUR), if you enter the name of all the medicines that are taken together, you can directly check any contraindication or duplication.

- HIRA website [www.hira.or.kr](http://www.hira.or.kr)
- Medical information
- Drug Utilization Review (DUR)
Uncovered medical fees are disclosed transparently and monitored thoroughly.

We provide information on the cost of medical treatment for each hospital for uncovered items, and make sure that the proper expenses are charged to help the public use the medical services wisely.

We make the information on uncovered medical-fee open and guarantee the public right to know.

We collect and analyze uncovered medical expenses for healthcare institutions over the entire healthcare institutions of hospital level or higher so that public can easily understand the uncovered medical fee and use the information as reference when selecting hospitals.

Disclosure items

Fee difference in the advanced ward  conscious sedation endoscopy  Ultrasonic scan fee  LASIK / LASEK surgery  Dental implant  Oriental Physiotherapy  Various certificates fee, etc.

Total 340 Items

We protect the public rights by uncovered medical fee confirmation

We will help you make sure that you are paying for uncovered medical fees in accordance with the standards set forth in the ordinance, and have the fee returned in case of excess payment.

Processes

• Request for confirmation of medical expenses (with claims receipt)  • Request relevant information to the corresponding healthcare institution  • Data confirmation review  • Confirmation result notification (healthcare institution, requestor of confirmation)  • Refunds payment

Self-check of medical fee

You can check the application status, complaint cases, refund status, and the amount of refund ratio, etc. before applying for the confirmation of uncovered medical fees.
The Age of the Fourth Industrial Revolution comes with Healthcare Big Data New value is added. We’re actively responding to the 4th industrial revolution through the support for innovative growth such as drug and clinical research, the development of ICT-based business model making a vast amount of healthcare big data open.

**Open and Sharing of Healthcare Big Data**

In order to proactively share the healthcare big data held by the HIRA and for users to utilize the information with ease, we operate portal services specialized in the healthcare industry.

Fusion Community Space 「Healthcare Big Data Center」

With HIRA head offices (Wonju) and 9 branch offices (Seoul, Busan, Daegu, Gwangju, Daejeon, Suwon, Ijeongbu, Jeonju, and Incheon), we have 55 seats of analytical spaces and 210 remote accounts, providing an environment that can analyze healthcare big data anywhere, whether in-house or remote.
IT System Management

The state-of-the-art healthcare IT infrastructure is the foundation for scientific work performance.

All work of the HIRA is done through the latest IT-based system, and all systems are organically linked to each other to collect, analyze and utilize healthcare big data information efficiently.

Medical Claim Portal Service

When a healthcare institution or a pharmacy claims medical expenses and is informed of the result of the review, the system enables the direct claims to HIRA and receipt of the result notification through the Internet. Based on high information security, task processing is fast and accurate, and there is no burden of the fee on the user.

Medical data integrated analysis(DW) system

In order to make rapid decision-making and policy development information utilization easy in the healthcare area, this system is built from a user-centered analysis perspective by integrating the information of public medical services, assessment information of healthcare institutions, information on production, distribution and prescription of medicine.
PART 12

International Cooperation

The medical review and assessment system of HIRA is becoming a global standard.

For the developing countries driving to improve their health insurance system, we provide Total Solution that covers education, consulting, and system implementation.

Establishment of International Network

International training courses through HIRA Global UHC Campus, hosting international symposiums and concluding MOU are the foundation of the HIRA international cooperation projects.

- UHC (Universal Health Coverage)
  - An environment where people in all regions can enjoy healthcare regardless of financial conditions

- International Standardization of Healthcare Review and Assessment
  - We cooperate with JLN and other international experts in medical review and assessment to publish a medical review and assessment manual (Medical Audit Toolkit), and through the international standardization of medical review and assessment, we widely make our outstanding medical review and assessment system known.

- Health insurance improvement policy consulting
  - Countries around the world are promoting the introduction of an effective medical review and assessment system to ensure sustainable health. HIRA provides customized consulting services in cooperation with international organizations such as the World Bank.

- Export of medical review and assessment system abroad
  - In March 2017, HIRA successfully exported to Bahrain 4 medical review and assessment system including the pharmaceutical management system. This is regarded as the world’s first exemplary case where the health insurance system of one country is exported to other countries and in order to achieve the 2nd export, HIRA actively promotes international cooperation projects for the Middle East and ASEAN countries.
PART 13

Review and Assessment Research

We are continuously looking for data and researching for a better tomorrow.

HIRA research institute conducts R&D on scientific evidence for the quality improvement of major activities of HIRA. We provide the analysis of the phenomenon necessary for establishing the health care policy and also provide supporting data.

Review and assessment research institute
Presents the future strategy of healthcare and health insurance.

We are tackling the matters with the public regarding major policies and issues.

In order to develop healthcare and health insurance, we actively share the results of major research outcomes, issues of health insurance policies, statistical analysis using healthcare big data, and results of medical trend analysis with the public and related organizations.

Review and Assessment Research

- Claims review system
- Making review more efficient
- Development of methods and models for quality assessment

Resource Policy Research

- Medical facility management
- Assessment of medical equipment insurance price and usage
- Medical Information Management

Medical Technology Research

- Assessment of policies on drugs, medical procedures, medical materials, and research on their effective management
- Antibiotics resistance management policy support

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Socially Responsible Management

We practice social responsibility for both the people and society through integrity, communication and sharing.

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Ethical management, Human rights management, Win-win cooperation

A country of integrity, a world with people as the top priority HIRA is shaping the future with you.

Ethical management is the basic attitude of public institutions.

For establishing HIRA of integrity that is trusted by the public and healthcare institutions, we are always striving to establish an ethical management vision and the spread of the organizational culture of integrity.

Establishing ethical management principles
- Establishment of an ethics charter, strengthen the code of conduct of employees, writing of an integrity pledge, making a work integrity contract with the offices

Spread of Integrity Culture
- Implementation of Integrity Mileage System and of Ethical Guardianship System, Sharing Integrity Best Practices, Ethical Management Education for All Employees

Strengthen internal control
- Establishment of risk management manuals, Operation of semi-audit system, monitoring of areas vulnerable to corruption at all times

We protect human dignity and values through human rights management.

Recognizing human rights as a major management issue, we are pursuing human rights management with the goal of promoting ‘health and welfare’ through various activities.

Respect for human rights

Gender equality
- Target proportion of female executives (20% or over), target proportion of female members from various committees (25% or over), operation of specialized education for women leaders program

We walk along the road based on mutual trust and respect.

Under the goal of ‘promoting healthy society, healthy industry and healthy world’ we are enhancing win-win cooperation with our stakeholders.

Establishing fair trade culture
- Obligating Integrity Pledge Agreement, Social Enterprise and SME Products purchase priority

Support to the development of the healthcare industry
- Consulting and training of companies involved in listing of medical supplies, operation of comprehensive support center for medical equipment industry

Medical sector on-site communication
- Medical/pharmaceutical organizations leaders meeting, 1day experience program of honorary chair of healthcare review and assessment commit
PART 02  
Customer Satisfaction Service

We will pay attention to our customer’s voice and deliver the deep impression with our attentive service.

HIRA will provide you with the benefits you want whenever and wherever, and as a ‘FAIR partner of national health and happiness’, we will always be close to the people.

HIRA Contact Center 1644-2000

HIRA customer center provides counseling services for the entire businesses of HIRA. With continuous service quality management(KS-QI, KS-CQI, KS, ISO9001), the center has been recognized its value as the customer center of excellence.

Business hours
From 9am to 6pm (Mon~Fri).

If the counselor is busy or is after business hours, the counselor will contact you directly if you leave a reservation request.

The easiest way to look after your health is now simply in your hand. Use the ‘Health information’ app!

In App stores or Play Store, search ‘Health information’, QR code extract and download.

We protect the medical information of the people thoroughly with the information protection service.

Through thorough management such as personal information encryption, personal information monitoring system and cyber attack response system establishment, we have continuously kept Zero incidence of personal information leakage or security accidents, and for 9 years in succession, we have been selected as the exemplary organization of personal information protection organized by the Ministry of the Interior and Safety.

Customer Satisfaction Service

For the public health and well-being, FAIR partner

F Friendly
Consistently friendly to customers

A Accurate
Providing the accurate review and assessment service

I Interactive
While building mutual empathy with our customers

R Respectable
Respect our clients and become respectable from our clients

KS-CQI ‘Customer center of Excellence’
KSQI ‘Customer center of Excellence’

Personal Information Management System (PIMS) authentication
Information Security Management System (ISO27001) Global certification
PART 03
Corporate Social Responsibility

Healthy Life through Sharing, HIRA is with you.

Based on the CSR goal of "A healthy life through sharing, A happy society through participation," through CSR activities that all employees of HIRA participate in We bring warmth closer to the life of the public.
Healthcare review and assessment
Walking the right way

We stride towards the better future. Closer to people, into the world, we are marching ahead step by step. Never losing the sight of our true objectives, Health Insurance Review and Assessment organization leading the way of sustainable development in health insurance system We will be striding ahead with people to the healthy and happy future of Korea.
We open the door to the healthy and secure healthcare environment.
We practice sharing and build up the trust.
With you, HIRA is shaping a healthy and happy future.