

## Milliman MedInsight

### Analytics for Medicaid-focused health plans

The Medicaid market is undergoing dramatic changes resulting from healthcare reform implementation, increased demand from newly enrolled populations, and a complex web of federal and state regulatory requirements. Interaction with existing state and local initiatives to cover and deliver care to low-income and vulnerable populations also adds to the multifaceted landscape. MedInsight offers analytics to help organizations not only adapt to today's complex environment but also excel in it.

MedInsight assists clients in the following Medicaid market analytics:

- Leverage data assets, e.g. medical and Rx claims, to identify opportunities to improve the health and well-being of the client's vulnerable populations
- Identify members who would benefit from intervention, accomplished through a variety of analytical engines, including predictive modeling (Milliman Advanced Risk Adjustor), population health (Chronic Condition Hierarchical Groups), and quality measures (MedInsight Evidence-based Measures)
- Measure and trend key performance areas, such as cost and utilization by a variety of dimensions, including service category
- Identify services that are being performed by providers that are potentially wasteful or of low value, as defined by nationally recognized measures from initiatives like Choosing Wisely

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## Milliman Technology and Operations Solutions

### Consulting services for Medicaid-focused health plans

**Milliman consultants are independent, credible, and strategic, merging real work experience with data, Medicaid regulatory expertise, and industry best practices to develop actionable recommendations to improve operational efficiency and performance.**

Milliman works directly with existing and emerging organizations on all strategy and operations aspects, including business planning, market analysis, utilization and care management, network management, financial and quality assessments, and program compliance. Consultants have extensive expertise assisting clients in the following Medicaid market activities:

**Program compliance and effectiveness audits:** Milliman consultants support health plans through audits by preparing required documentation, developing corrective action plans, and developing implementation plans to remedy identified issues. We have direct operational experience in building and running operations in Medicaid Managed Care and Dual Eligible Special Needs Plans. Our consultants also bring specialized compliance and auditing expertise and the operational experience needed to provide a thorough and actionable review of Medicaid, Medicare Advantage, and Part D programs.

**Utilization and care management programs:** Milliman is widely recognized for its utilization and care management program expertise, with particular emphasis on developing proactive strategies to increase the effectiveness and value of care management, disease management and population management programs. Milliman offers utilization and care management assessment and advisory services to help clients to objectively assess their medical, behavioral health, and pharmacy, UM, and CM programs.

**Accreditation readiness:** Accreditation helps demonstrate an organization's commitment to quality and accountability and provides extraordinary benefits in today's market. It also helps organizations win business, meet regulatory requirements and distinguish themselves from the competition. Milliman helps its clients meet rigorous accreditation requirements through both comprehensive organizational reviews and hands-on implementation support. Our consultants have expertise in meeting accreditations standards for URAC and NCQA, including health plan accreditation and patient-centered medical home recognition.

**Administrative benchmarking:** In an environment that places strict restrictions on resources spent on administrative functions, health plans are continuously seeking ways to improve operational efficiencies. Benchmarking analysis allows plans to compare their administrative resource use and expenditures in terms of dollars and staffing levels. Our assessments are designed to allow for flexibility so that health plans can determine the correct organizational and functional level appropriate for them.

**Operational assessments and implementation:** Operational assessments allow plans to identify opportunities and methods to achieve greater efficiency. Milliman offers operational assessment of client's administrative and operations resource allocation, staffing, costs, and performance compared with those of their competitors and peers. For example, we assist with implementation of Medicaid program's financing, regulatory, and operational requirements to support payment and delivery system transformation.

**To learn more about how Milliman consultants can help you meet the challenges of a dynamic Medicaid environment, please contact Andrew Naugle at [andrew.naugle@milliman.com](mailto:andrew.naugle@milliman.com).**