

MedInsight Analytic Consulting Services



Milliman's MedInsight® Analytic Consulting Services are designed to meet the changing needs of a wide range of clients—from emerging healthcare organizations with limited data and resources that need core analytic capabilities to mature companies looking for specialized expertise or analysis.

Our consulting team includes technical and programming experts, clinical and business analysts, project managers, and actuarial professionals. The team has access to leading Milliman and third-party analytic tools and techniques and has extensive experience using these approaches to inform business decisions and drive initiatives.

We offer flexible, customized, and expert services in the following areas:

Healthcare Analytic Consulting Services

We provide financial, utilization, clinical, and population health analytic consulting designed to address your organization's priorities and key business questions. Whether you are looking for a one-time study or ongoing analytic services, our work is supported by the credibility, business experience, and analytic expertise of Milliman consultants. We translate your business questions into actionable strategies in key areas such as:

- **Benchmarking Studies and Opportunity Analysis.** Are you looking to understand opportunities, improve performance, or set strategic priorities? Using advanced analytic techniques and Milliman's nationally known benchmark data, we deliver the information that drives your understanding and success.
- **Value and Impact Measurement.** Are you interested in whether your care management or network strategies are delivering value? Milliman is a leader in measuring impact in healthcare. We couple analytics with consulting and deliver data and recommendations that translate to specific ways to improve your organization's value.
- **Healthcare Claim Investigation.** Are you focused on ensuring financial and operational integrity within your organization? Milliman's claim analytic services provide insight into areas of potential financial recovery due to payment policy, adjudication and processing, or pricing administration issues.

Healthcare Data Management and Analytic Staffing

The focus on accountable care and performance-based contracting is driving an expanded need for excellence and agility in healthcare data management and analytics. It requires a combination of reliable and secure infrastructure, targeted analytic methodologies, and professionals with both healthcare business experience and analytic expertise. Building these capabilities within an organization can take time, require large investments, and distract a growing business from focusing on its core operations. Comprehensive business intelligence solutions can be price-prohibitive for some organizations. In addition, finding the right internal talent can take time, require periodic expertise you don't have, or be impacted by staff shortages.

Our healthcare data service bureau and analytic staffing solutions provide flexible and responsive options that include:

- Healthcare claims analytic data management – We can import, store and manage your claims data for analysis in our secure environment.
- Cost-effective, fast turnaround, and targeted analysis using internal Milliman MedInsight capabilities – We apply advanced analytic techniques and provide you with high value output and analysis.
- Temporary and long-term staffing including Milliman technical, programming, clinical and business analysts, and statisticians.
- Data visualization and presentation services.

MedInsight Training and Analytic Skill Development

MedInsight provides clients with a comprehensive healthcare data warehouse, business intelligence, and powerful analytics to support strategic decision making across the entire organization. Training is included with each MedInsight implementation, and as organizations expand their use of MedInsight, the analytic value increases. Additional training facilitates broader use of the system across departments and provides a deeper understanding of the analytic methods embedded within MedInsight. Changing internal resources may also warrant additional training for new users. Training can include a broad overview of MedInsight and its capabilities or can be tailored to focus on specific business applications, including:

- **Financial Management**

- Quickly assess medical loss ratios by plan or product
- Identify key drivers of trend using Milliman Health Cost Guidelines
- Compare experience with population-adjusted benchmarks
- Assess high-cost claimants and members that exceed stop-loss limits
- Set trend targets and monitor ongoing performance to targets

- **Care Management**

- Assess the clinical drivers of risk within each segment of the population
- Identify highest-risk members in need of intervention
- Utilize innovative clinical grouping and analysis to align members with appropriate care management programs
- Evaluate gaps in care or opportunities to improve quality using evidence-based measurement
- Define metrics to evaluate program impact

- **Accountable Care Organization Reporting and Network Management**

- Measure the relative cost efficiency across risk-sharing provider groups
- Utilize relative value unit (RVU) methodologies to compare fee schedules and contracts on a case-mix-adjusted basis
- Quantify costs associated with network leakage and identify the types of services most frequently provided outside of the network
- Identify opportunities to lower costs by quantifying potentially avoidable services or shifting care to lower-cost settings
- Employ episode methodologies to compare practice patterns and relative efficiency across specialist providers