

MedInsight

Care Management Functionality



Managing costs and improving health outcomes continue to be top priorities that require powerful but easy-to-use analytics for care management teams. In today's environment, it is critical that you provide your team with meaningful and efficient analytics to monitor existing care management initiatives, prioritize and target members for proactive outreach and intervention, and identify new care management initiatives. Our care management functionality, incorporated into MedInsight, is a user-friendly analytics tool designed to provide health plans, health systems, providers, and care management teams with a robust data set and time-saving, actionable analytics. This valuable functionality helps engage members in their care and well-being while maximizing health outcomes, optimizing resource use, and managing costs.

The care management functionality leverages MedInsight, Milliman's popular healthcare analytics reporting platform. The source data received from each client includes detailed medical and pharmacy claims, member and enrollment data, and detailed provider data. This data is passed through the MedInsight analytic engines to produce analytic value that feeds the Care Management Solution. The key analytic engines include the Milliman Advanced Risk Adjuster (MARA) for predictive analytics, Evidence Based Measures (EBMs) for quality measure compliance analytics, and Milliman's industry standard Health Cost Guidelines (HCGs) for cost and utilization analytics. Other Milliman analytic options also can be leveraged through the Care Management Solution.

These analytics, combined with the care management reporting capabilities, provide end users a deeper understanding of population analytics, member-specific analytics, and reveal which care management programs are effective and what gaps may exist in current programs.

The Unique Value of MedInsight's Care Management Functionality

Harnessing the power of the MedInsight analytic engines, our care management functionality delivers an integrated, intuitive presentation of actionable information to the end user.

Care Management in MedInsight has been designed and developed with our client partners to ensure it offers a user-friendly experience, provides meaningful information, and achieves targeted business objectives.

Using interactive, dynamic interfaces, each user has the flexibility to set their own parameters in real time to identify a specific population, isolate specific members, and display their related service details.

How Care Management in MedInsight Works

The care management functionality includes two main components: the Population Analyzer and the Member Profile.

Population Analyzer

- Serves as a sophisticated, analytic tool using aggregated data
- Provides predictive risk indicators, such as specific utilization patterns or use of targeted services, and utilization by care setting
- Includes MARA-related, risk-based elements such as Concurrent and Prospective Risk scores across each of the care settings— inpatient, outpatient, professional, pharmacy, ancillary, and ED
- Offers interactive, dynamic capabilities that enable a user to easily and visually stratify the population using several variables, including determining the probability of either an inpatient admission or an ED visit
- Generates and distributes a member list automatically through the Member Profile after the population is identified, thereby helping to prioritize members into care management programs or other outreach interventions

Member Profile

- Presents the user with detailed risk and utilization metrics for each member to support the development of proactive strategies, eliminate care gaps, and identify cost-effective care intervention methods
- Provides detailed utilization by all care settings, such as inpatient and outpatient services, PCP and specialist visits, and pharmacy and ancillary services by date of service
- Delivers MARA risk elements that help bring context and refinement to the individual member's risk burden:
 - The member's Predicted Cost, which is derived based on the MARA Prospective Risk Score and the average cost of the population
 - The member's Risk Strata, which categorizes the member into one of five risk levels from Low to Very High
 - The member's probability of either an Inpatient Admission or the probability of an ED visit
- Supports the evaluation of the member for additional intervention
- Provides member-centric information for a more complete picture, better decision-making, and optimal member outreach
- Offers features that can be directly accessed by care managers or attributed providers:
 - Service-level activity on assigned members can be delivered to physicians and care managers
 - Physicians can retrieve this information in advance of a patient visit
 - Care managers can view a snapshot of medical services received and potential care gaps