

HMS Advisory Services

Managed Care Performance Monitoring Services Powered by MC-Track™

An innovated approach to State Medicaid Health Plan performance and contract compliance

Challenge

The ability to track and drive up health plan performance over time is key to transforming the delivery system and improving beneficiary population health. Most states are moving away from fee-for-service payment arrangements and are primarily purchasing healthcare through managed care contracts.

How is your state measuring up?

- How are you proving to federal and state auditors that your state receives, validates and uses contract deliverable information submitted by your health plans
- Are you ready to submit and certify to timely, accurate, and complete encounter data to CMS? How will you validate your MCO data?
- What is your early warning system that a health plan is underperforming?
- How do you know when contract deliverables or corrective action plan steps are at risk?

Solution

Now there's Managed Care Performance (MCP), a comprehensive solution that integrates all the data required to monitor and compare compliance across all your managed care plans operating in your state (including physical health, long term services and supports, and behavioral health). A single portal helps you track it all – from readiness review through ongoing contract performance monitoring. Best of all, this solution qualifies for 90% federal funding and meets MITA contract monitoring requirements.

MCP is the only comprehensive solution for Medicaid contract compliance.

HMS and CNSI have formed a strategic partnership combining a long history of Medicaid policy experience with world-class software and visualization tools. Our solution has everything you need to oversee all of your managed care contracts, as well as audit-proof methods for meeting state and CMS requirements.

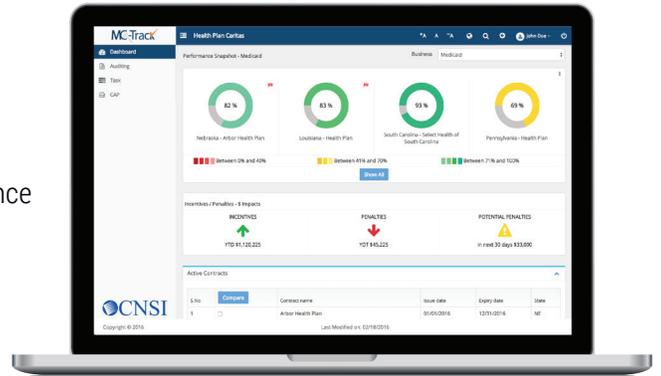
Every submitted contract deliverable is collected, validated, and either accepted or rejected within the system. It provides a complete and accurate record available for review in a single place. These services are all modular to fit your needs and budget.



Dashboards and Services

Our drill-down dashboards provide all the information you need to centralize performance monitoring:

- Medicaid and CHIP quality indicators
- Network adequacy
- Encounter data validation
- Corrective action plan and performance improvement plan tracking
- Readiness checklist
- Customer satisfaction metrics and grievances and appeals
- Assignment and publication of your rating system
- Workflow and gap analyses and best practice solutioning based on experience across 45 state Medicaid programs



Holistic Approach

HMS Medicaid experts with over 40 years in Medicaid analytics shoulder the implementation workload and then assist with ongoing monitoring and reporting. Our analysts work with you and the system on an ongoing basis to determine root causes for underperformance and recommend best practices to address any deficiencies. We work alongside you every step of the way to drive overall improvements to population health. It's the most holistic solution available, customized for Medicaid plans like yours.

Measurable Results

- Increased savings and cost containment
- Compliance with federal and state mandates
- Operational efficiencies with less burden on staff
- Effective and timely reporting and corrective actions
- Improved plan quality and consumer experience performance

For a demonstration of this new solution, contact Kim Glenn, Principal, HMS Advisory Services, at kglenn@hms.com.

hms.com



Enterprising healthcare

HMS provides the broadest range of cost containment solutions in healthcare to help payers and at-risk providers improve performance. Using innovative and time-tested technology and analytics, we prevent and recover improper payments related to fraud, waste, and abuse. As a result of our services, customers recoup billions of dollars every year and save billions more through the prevention of erroneous payments.

HMS Advisory Services is an independent arm of HMS, serving 45 Medicaid agencies and more than 250 managed care plans. The principals have over 25 years each in direct Medicaid experience. CNSI delivers a broad range of health information technology enterprise solutions and customizable products to a diverse base of federal and state agencies – to improve the health for over 28 million Americans.