2014 Oklahoma ASBO Conference

Measuring the Success of your Medicaid Program
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Presenters

Measuring the Success of Your Medicaid Program

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http://k12medicaid.com/
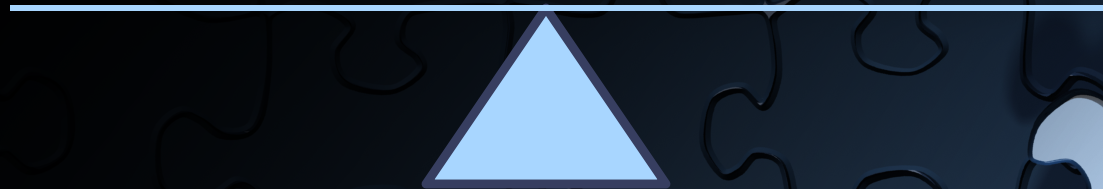
Indicator Questions

- Why did we have audit problems?
- Why did we have to give money back?
- How does our money compare to last year?
- Are we recovering as much money as we can?
- Why did the district next door recover more than we did?
- How much money SHOULD we be recovering?
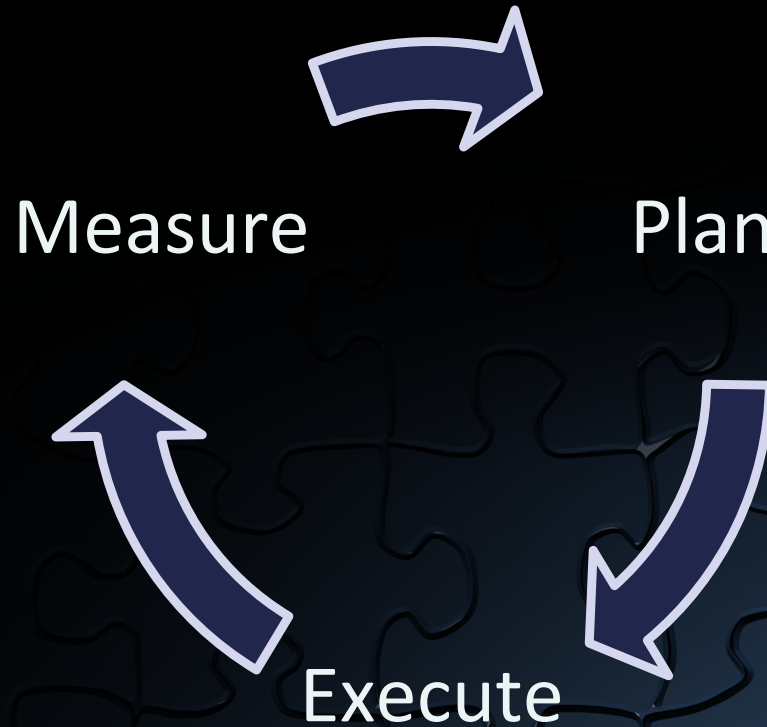
Indicator Questions

Is it worth it to stay in this program?

How do we do better?

Factoid: The only number whose letters are in alphabetical order is 40 (f-o-r-t-y)

The Improvement Process

Measure   Plan

Execute

Factoid: The oldest inhabited city is Damascus, Syria

MEASURING SUCCESS

"Success"

- Define "success" to your district
- Multiple component definition
  - Compliance
  - Revenue
  - Effort

Factoid: Ken and Barbie split up in 2004

"Success"

- **Compliance**

  - **"Keep everything you get"**

  - Don't settle for less than 100% compliance

  - IEP Medicaid Checklist

    - Qualified signature/prescription

    - Parental consent

    - Provider license currency

    - Evaluation ➔ IEP Present Levels ➔ IEP Goals ➔ IEP Services

- Revenue target

- Effort

"Measurement"

- What do you measure?

- Ask yourself questions that need answers to determine what to measure:

  - How much did we recover last year? The last four years? Why do the numbers change?

  - Are there ways/places we can recover more funds?

  - Why were our denied claims rejected?

  - Why did we have to pay back money on our audit?

  - How does our revenue break down:

    - By service

    - By school/program

    - By Provider

    - By students

  - Are our providers documenting everything they can/should?

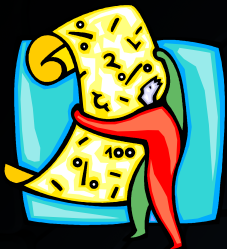 - Are the providers documenting in an efficient manner?

COLLECTING DATA, ANALYZING RESULTS, AND BUILDING A PLAN

Collecting Data

- Where does the data come from?
  - SIS/IEP system
  - H/R system
  - Claims reports (RA)
    - Paid
    - Denied
  - Service logs (paper?)
- Automate as much as possible

Factoid: Dr. Ruth was trained as a sniper by the Israeli military

Organize the Data

- Revenue
  - By month, service, provider class, program/school, students, school years
- Provider activity
  - By service type, provider, month, students
- Claims results
  - By service, denial codes, provider, date, students
- Excel is your friend
  - Graphs (wizard)
  - Pivot tables (wizard)
  - Simple formulas
  - Color (conditional formatting)

Analyze your data

- Compare like data
- Compare across years
- Look at the same information from different perspectives
- Look for anomalies
- Look for gaps
- Use graphs where possible
- When something doesn't add up, drill into the lowest level of detail possible

SAMPLE DATA

Analyze your data

Last	First	Service	Sessions	Claims
Archer	Steven	OT	200	$2,500.00
Armstrong	Becky	OT	140	$1,750.00
Arnold	Jann	PT	112	$1,075.20
Arnold	Terry	SLP	529	$2,645.00
Bennett	Lisa	SLP	339	$1,695.00
Blackwood	Matt	SLP	709	$3,545.00
Bohannon	Ashley	OT	168	$2,100.00
Brian	Derek	SLP	520	$2,600.00
Brian	Sara	PT	302	$2,899.20
Bundy	Bob	PT	251	$2,409.60
Burg	Nicole	SLP	510	$2,550.00
Byrd	Sandy	PSYCH	184	$13,340.00
Campbell	Matt	SLP	841	$4,205.00
Clements	Liz	SLP	578	$2,890.00
Dacus	Jamie	PSYCH	133	$9,642.50
Emerson	Tristan	PT	235	$2,256.00
Emery	Glenda	SLP	206	$1,030.00
Emery	Kate	SLP	401	$2,005.00
Emery	Melissa	SLP	499	$2,495.00
Ferguson	Sarah	SLP	841	$4,205.00
Fry	Phyllis	SLP	517	$2,585.00

Analyze your data

Compare Like Data

Last	First	Service	Caseload	Sessions	Claims
Arnold	Jann	PT	14	112	$1,075.20
Brian	Sara	PT	41	302	$2,899.20
Bundy	Bob	PT	30	251	$2,409.60
Emerson	Tristan	PT	29	235	$2,256.00
Grant	Tricia	PT	26	199	$1,910.40
Hoover	Denny	PT	35	175	$1,680.00
Pelotte	Lisa	PT	17	140	$1,344.00
Sherburne	Eric	PT	22	125	$1,200.00
Vogel	Lisa	PT	32	268	$2,572.80
Wahl	Joann	PT	21	175	$1,680.00
Williams	Brent	PT	27	210	$2,016.00

Factoid: Judge Judy makes $45million per year

Analyze your data

Compare Like Data

Sessions per Student

Analyze your data

Compare Like Data

Last	First	Service	Caseload	Sessions	Claims
Arnold	Jann	PT	14	112	$1,075.20
Brian	Sara	PT	41	302	$2,899.20
Bundy	Bob	PT	30	251	$2,409.60
Emerson	Tristan	PT	29	235	$2,256.00
Grant	Tricia	PT	26	199	$1,910.40
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Wahl	Joann	PT	21	175	$1,680.00
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Factoid: The word "PEZ" comes from the German word for peppermint: PfeffErminZ

Analyze your data

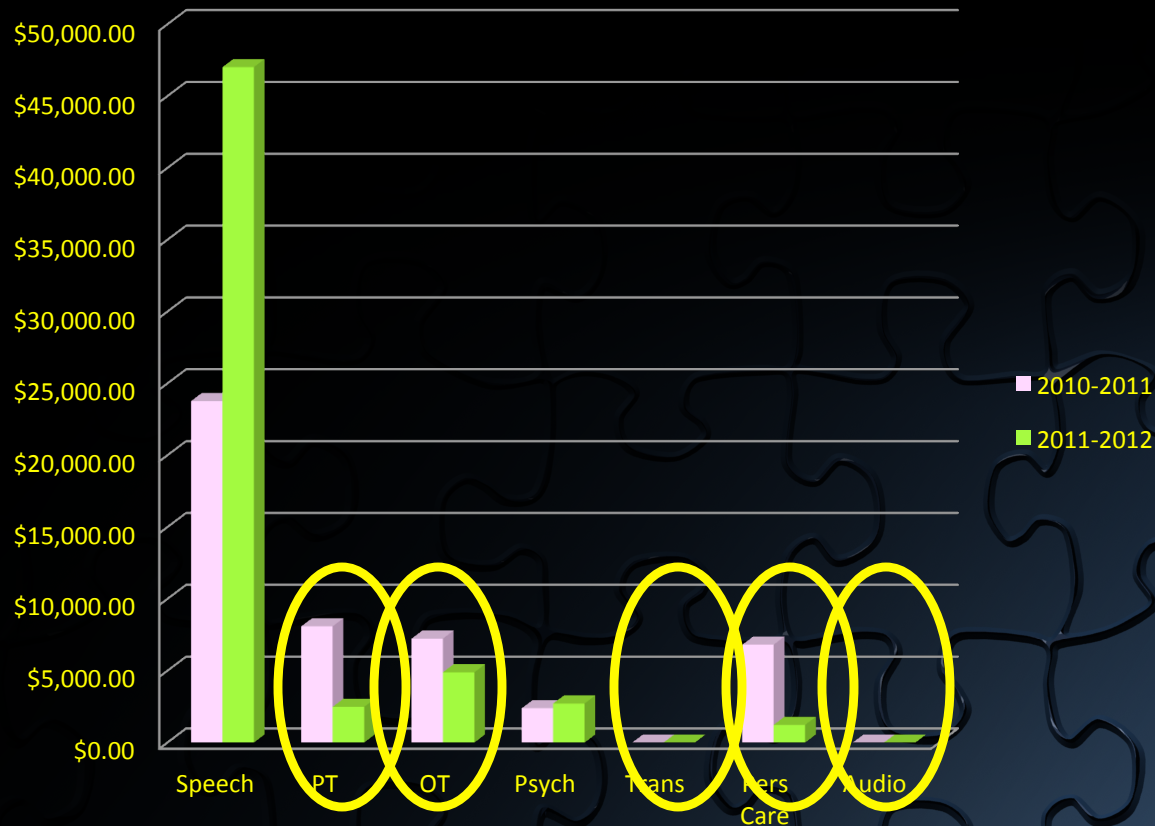Look at the same information from different perspectives
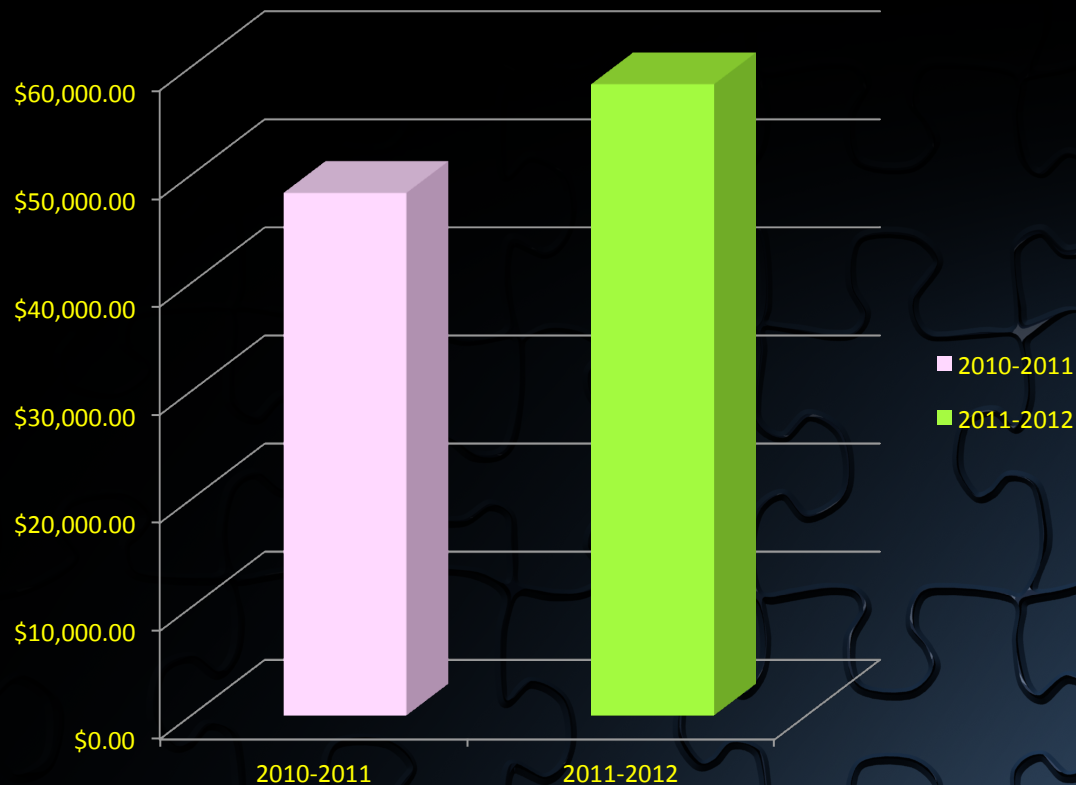
Annual Revenue

Analyze your data

Look at the same information from different perspectives

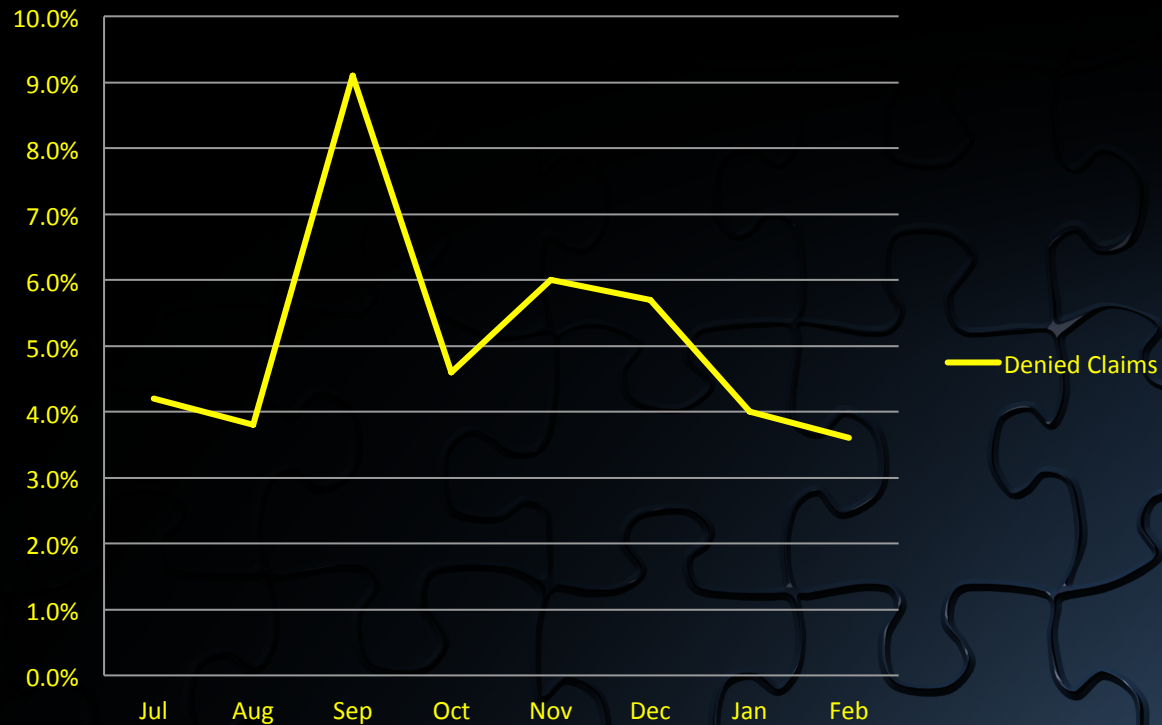**Annual Revenue by Service**

Analyze your data

Look for anomalies

Month	Claims	Denied
Jul	568	24
Aug	1,206	46
Sep	2,532	230
Oct	3,109	143
Nov	2,744	165
Dec	2,193	125
Jan	2,408	96
Feb	2,911	105
Mar		
Apr		
May		
Jun		

Analyze your data

Look for anomalies

Denied Claim Percentage

Build Your Plan

- The data will show you where you have issues
- Identify options to address the issue(s)
- Select options and combine into a plan
- Don't forget to monitor and measure your plan

EXECUTING YOUR PLAN

Executing your plan

- Monitor program monthly
    - Providers
    - Students
    - Pre-submission of claims
    - Claims
- Step back and assess the program
    - Mid-year
    - End of year
- Implement Necessary Changes

Factoid: The pin that holds a hinge together is called a pintle.

Executing your Plan

Constantly Monitor the Program - Providers

- Monitor provider caseload
- Monitor provider activity
    - Compare provider activity within service
        - Students documented
        - Service sessions documented
        - Therapy/clinical notes complete?
- Monitor provider license / registration
- Provider response to time study
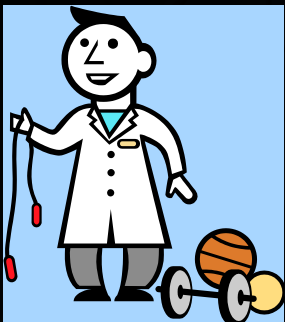
Executing your Plan

Constantly Monitor the Program – Students

- Monitor parental consent
- Monitor expirations:
  - IEP
  - Prescription
  - Referral
  - Approval/Pre-approval
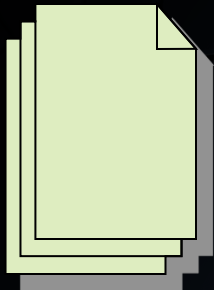- Ensure students with IEP services have documented sessions/claims

Factoid: Tokyo was once known as Edo

Executing your Plan

Constantly Monitor the Program – Pre-submission of claims

- Measure every service against business rules

  - Group size

  - Parental consent

  - Transportation matched to therapy service

  - IEP current

  - School day

  - Provider license

Executing your Plan

Constantly Monitor the Program – Claims

- Monitor claim activity
    - Submissions processed
    - Checks received vs. remittance advice
    - Denied claims
        - Correctable?
        - Trends?
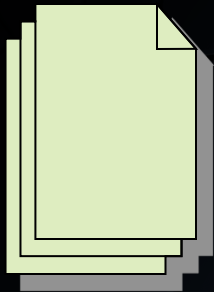
Factoid: Neil Armstrong stepped on the moon with his left foot first

Executing your Plan

Step Back Periodically and Check your results

- Collect and organize your data
- Wait long enough to get meaningful data
- Don't wait until it's too late to do anything about it!
- Don't wait until the end of the year
- Don't wait until problems show up

Executing your plan

Implement changes necessary to achieve your goals

- Professional development
- System changes
- Process changes
- Documentation changes
- Visibility / participation

Thank you!

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