Enterprise Risk Management—Charting a New Path for Program Integrity

State Medicaid agencies (SMAs) strive to deliver responsive, timely, and quality services to consumers in a cost-effective manner. To achieve this goal, SMAs need to balance the priorities and interests of diverse stakeholders with meeting state and federal mandates. However, they face a number of roadblocks in the journey. Barriers include the idea that program integrity impedes service delivery; traditional methods that overplay fraud, waste, and abuse; and long-standing pay and chase activities.

State Medicaid services demand a risk-based and holistic approach to program integrity **that prioritizes front-end activities** to support SMAs in their mission of delivering quality healthcare while demonstrating fiscal responsibility. This approach allows states to pay for the right services to the right providers to serve the right consumers the first time and every time. This new path is Enterprise Risk Management (ERM).

Mathematica: Your Guide to this New World

Mathematica serves as your guide to chart your new ERM strategy to more effectively provide Medicaid services while reducing or slowing program costs. We provide the map, compass, and a deep knowledge of the landscape to success-fully plot a course based on your SMA-specific needs all while integrating essential components from the CMS Medicaid Program Integrity strategy. We do so by leveraging three key competencies:

Policy, program, process

Planning a new course starts with first establishing where you are today. Mathematica recognizes **there is not a singular route to ERM and that not all SMAs are at the same starting point.** As such, we initiate our journey together with an un-derstanding of your policies, program, and processes. We use a variety of proven methods like policy analysis, program and process reviews, and risk analysis, to identify vulnerabilities, propose approaches to navigate challenges and barriers, develop mitigation strategies, and create a tailored ERM roadmap that fits your needs. Our approach taps the deep bench of our team of experts who bring direct program integrity operational experience from both federal and state governments.

Chart your Enterprise Risk Management path for timely, responsive, quality, and cost-effective services:

- Increase cost avoidance and recoveries to have more money for services
- Streamline processes to benefit consumers and providers
- Innovate services to achieve better outcomes
- Keep bad actors out proactively to reduce the risk of patient harm
- Contain costs to save taxpayer resources

Data

Data is the foundation to creating an informed ERM roadmap. However, to devise a map that is both reliable and dependable, SMA's need timely, accurate and complete data. Mathematica provides a comprehensive data quality offering to help SMAs navigate this complexity by delivering high quality, actionable data that can be used for paying fee-for-service and managed care claims correctly, screening and enrolling providers appropriately, finding program integrity leads, mitigating root causes of aberrant behavior, implementing edits and audits, and determining consumer eligibility correctly.
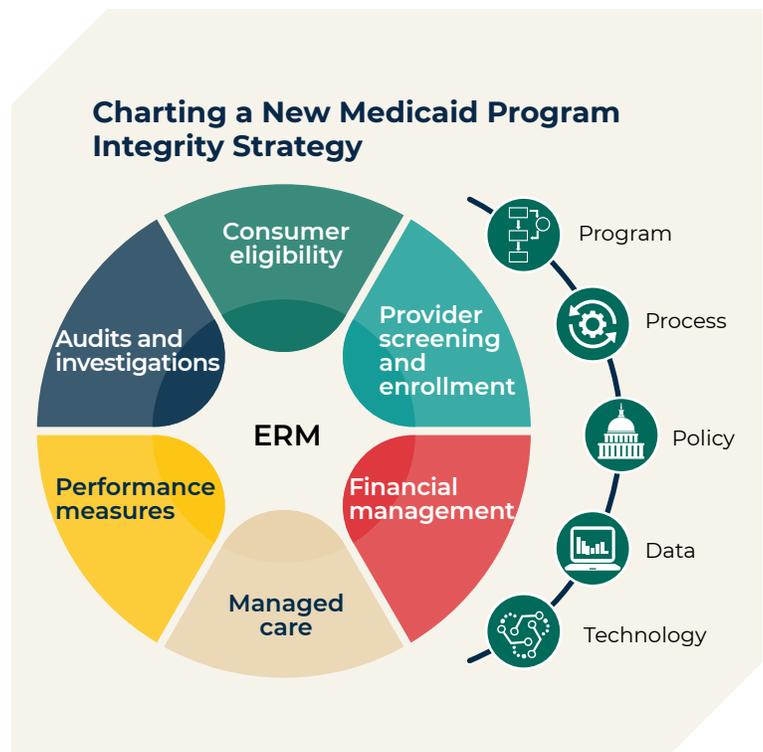
Leveraging this high-quality data, the journey continues as we incorporate analytics, tailored to your policies and data. We implement a wide array of analytics and modeling, including machine learning through supervised and unsupervised algorithms, social network analysis, exception analytics, hard and soft rules, and automated strategies to apply these analytical strategies to find and prevent overpayments on a continual basis.

Our over 30 years of experience in Medicaid data, provides unparalleled expertise for leveraging administrative and third-party data from multiple agencies and entities (e.g., identification, income, asset, address, household, and benefits data) and applying data matching to identify fraud, waste, and abuse in your Medicaid program.

Technology

Before any journey, you need to know your destination. Once you know your destination, you need to select the best route. Technology can be your guide, but you cannot blindly follow it without some due diligence, setting goals, and identifying desired outcomes. Mathematica can help you select the right technology solutions to achieve your program integrity goals. **Unlike others, we apply years of real-life operational experience to ensure you receive a technology product that serves you and your state's unique program.** We move past technology implementation efficiently so you can focus on your program and goals. Need help prioritizing leads? We can do that. Need help working those leads? We can do that, too. Need to figure out how to measure results and ROI? We have you covered.

Charting a New Medicaid Program Integrity Strategy

No matter where you are in plotting your ERM course, Mathematica is there to help you with a holistic approach that delivers front-end activities, leverages quality data, and employs a variety of proven program integrity techniques all based on your policy, program and processes to get to the true root cause of problems. Let us be your guide on charting your new course.

Let's Progress Together. Contact Clint Eisenhower at 410-907-0870 or ceisenhower@mathematica-mpr.com

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