Analytics to Support Crisis Response

Public health crises, like COVID-19, highlight the escalating needs of at-risk populations – forcing further alignment of services and appropriate allocation of Federal funds and claims

Medicaid and public health agencies are under increasing stress to identify high-risk populations; assess risk levels by geography, provider, beneficiary or other dimensions; track the health of high-risk populations for both confirmed and potentially suspect cases. All while effectively informing the direction of resources and applications for federal grants, that support COVID-19 focused 1115 waivers and the 1135 waivers for emergency relief.

As volumes increase as does the importance of identifying fraud, waste and abuse (FWA) in claims payments. You could see unusual shifts in pharmacy claims volume for controlled substances, utilization of emergency and non-emergency transportation, unrelated additional lab testing, supply spikes and high volume of routine care taken place during the "emergency services" only time period. By recovering these payments, you have the opportunity to properly allocate funds to support their COVID mission.

52M

Americans were over
the age of 65 in 2018[1]

87,674

The expected shortage of
beds the US will face in the
coming weeks as of April 1[2]

1/5

US adults experience
mental illness[3]

Watson Health

IBM Watson Health brings 30 years of experience in policy and program support, Enterprise Data Warehouse and analytics solutions to support state Medicaid agencies during this pandemic.

Watson Health is here to help you with:

High-Risk Assessments

– Identify high-risk individuals for COVID based on WHO guidelines
– Stratify by using demographic, geographic and illness burden data
– Conduct targeted outreach and care management
– Generate heat maps to identify areas with a significant density of high-risk populations
– Link in social data to determine the best outreach method

Data Enhancements

– Explore data sources that can provide weekly, or daily, updates such as admission discharge transfers and electronic medical records
– Track Medicaid application data to monitor uptick in future enrollment
– Collaborate with Public Health agencies to enrich available data for extended reporting

Cost and Outcome Insights

– Create cohorts of COVID-19 related conditions using CDC coding guidelines
– Examine claims for trends of key cost and utilization metrics
– Monitor case rates and disease spread for resource planning
– Track claims for population health outcomes
– Join with hospital/ICU information for additional insights

Payment Integrity

– Examine unusual shifts in pharmacy claims volume for controlled substances
– Monitor emergency and non-emergency medical transportation claims with no related provider visit
– Analyze claims for unnecessary additional lab tests
– Track DME supply spikes related to masks or other supply kits sent to members ("COVID-19 kits")
– Screen for high volumes of routine care during a period of "emergency services" only

Recommendations for your COVID-19 action plan

→ Assign someone from the organization to actively monitor and share guidance and standards being released by the CDC - it's happening hour-by-hour

→ Partner with sister agencies and other data suppliers to gain more comprehensive view

→ Collaborate with HIEs to access daily data feeds (ADT, EMR, etc.) to gain early insights before claims are received

→ Ensure timely, affordable access to care, including assuring unimpeded care for Medicaid beneficiaries, FFS members, oversight and collaboration with MCOs

→ Build a foundation of reporting and analytics now that can be used in the future for similar types of health crises

Learn More

IBM Watson Health is committed to building smarter health ecosystems. This means simpler processes, better care, faster breakthroughs, and improved experiences for people around the world. We have the essential capabilities necessary to help our clients drive their digital transformations: deep industry expertise, data and analytics, and actionable insights—underpinned by security and trust.

https://www.ibm.com/watson-health/covid19

1. https://www.prb.org/aging-unitedstates-fact-sheet/

2. https://covid19.healthdata.org/

3. https://news.gallup.com/poll/304643/million-severe-risk-infected-covid.aspx

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