

Streamline policy analysis using Policy Insights with Watson

Program integrity solutions

IBM Watson Health® program integrity solutions combine field-proven analytics, technological innovation and deep domain knowledge to help investigators understand and combat fraud, waste and abuse in healthcare.

Introduction

Fraud, waste and abuse in the US healthcare system is reaching staggering highs with costs estimated to be between USD 58.5B-83.9B a year.¹ Each day, Medicaid program integrity investigators work to identify and prevent improper payments, but they face many challenges – particularly when it comes to staying current on federal and state policies and understanding how these policies relate to the payment of healthcare claims.

To assess whether an improper claim has taken place, investigators must often research the associated policy documents to understand specific payment rules. Due to the large volume and fragmented nature of these documents, and variable frequency of policy changes and updates, this manual search and review process is time-consuming and requires considerable knowledge and experience.

How can we help?

Policy Insights with IBM Watson®, from Watson Health, is designed to help program integrity investigators improve the speed and productivity of their work, supporting detection and prevention of a higher percentage of inappropriate claims payments. This software as a service (SaaS) cloud solution can empower investigators to:

- Quickly and easily find policy content relevant to their investigation across hundreds of documents and thousands of pages
- Filter and expand desired results based on either more comprehensive or granular search terms
- Understand faster how the returned passages relate to their investigation
- Improve the consistency and efficiency of finding and stopping improper payments

Relevant policy snippets and categorization based on search criteria

The screenshot displays the 'Policy Insights with Watson' search interface. At the top, there is a search bar with the query 'physical therapy' and a 'Back' button. Below the search bar, a message states: 'A list of related terms are used in conjunction with "physical therapy" to determine the relevancy of the documents. You can edit the list and refine the search results. Refine my search now'. The interface shows filters for 'State (58)', 'Federal (2)', and 'NCCI (0)'. A 'Filter' button is visible on the right. Below the filters, there are tabs for 'All (58)', 'Policy Document (31)', 'Provider Manual (12)', 'Bulletin (15)', and 'MCO Contract (0)'. The search results are displayed in a list format, showing document titles, snippets, and metadata. The first result is 'Therapy Services (PT/OT/ST) CP.MP.49' with a snippet: 'Clinical Policy: **Physical Occupational** and Speech **Therapy** Services Reference Number: **CP.MP.49** Last Review Date: 06/20 Revision Log See Important Reminder at the end of this policy for important regulatory and legal information. Description To provide guidelines for the authorization of outpatient or home care speech **therapy, occupational therapy**, and/or **physical therapy** evaluation and treatment services.' The second result is 'CG-REHAB-04 Rehabilitative and Habilitative Services: Physical Medicine/Physical Therapy' with a snippet: 'Accessed on December 2, 2019, 14, Centers for Medicare & Medicaid Services (CMS), Pub. 100-02, Chapter 15, Sections 220. Coverage of Outpatient Rehabilitation **Therapy** Services (**Physical Therapy, Occupational Therapy** and Speech-Language Pathology Services) Under Medical Insurance and Section 230. Practice of **Physical Therapy, Occupational Therapy**, and Speech-Language Pathology, January 25, 2019. Available at: <http://www.cms.hhs.gov/manuals/Downloads/bp102c15.pdf>.' The third result is 'Rehabilitation Agency Provider Manual' with a snippet: 'Iowa Department of Human Services Provider and Chapter Rehabilitation Agency Chapter III, Provider-Specific Policies Page 10 Date June 1, 2014 The initial **physical therapy** evaluation must be provided by a licensed **physical** therapist. A qualified **physical therapy** assistant may provide any restorative services performed by a licensed **physical** therapist under supervision of the therapist as allowed by Iowa licensure.'

Figure 1. Fast search results, which include document metadata

How does it work?

Policy Insights with Watson features the artificial intelligence (AI) technology of IBM Watson, which has been trained by program integrity subject matter experts to read, understand and categorize a variety of state and federal Medicaid policies. As a result, investigators can quickly find the information they need and interact with Watson through an easy-to-use intelligent search interface designed to support the investigation process.

What is the benefit?

With help from Policy Insights with Watson, investigators can:

- Feel more confident in conducting a thorough review of policy to support their claims payment investigations
- Optimize the efficiency of their investigative resources, improving case volumes and throughput
- Improve the consistency of policy reviews performed by all members of the program integrity unit, from junior to experienced staff

Filtering and expanding search results

The screenshot displays the 'Policy Insights with Watson' search interface. At the top, the search bar contains 'physical therapy'. Below the search bar, there are filters for 'State (58)', 'Federal (2)', and 'NCCI (0)'. A 'Selected Terms' dialog box is open in the center, listing terms that are checked: 'physical therapy', 'physical therapy (field)', 'therapy/occupational', 'physical therapy evaluation', 'physical therapy treatments', 'nutrition therapy', and 'physical therapy modalities'. There is also a 'Select/Deselect All' option. The background shows search results for 'physical therapy', including a document titled 'Therapy Services (PT/OT/ST) CP.MP.49' and another titled 'CG-REHAB-04 Rehabilitative and Habilitative Services: Physical Medicine/Physical Therapy'.

Figure 2. Conduct comprehensive searches using expansive search terms and codes

About IBM Watson Health

IBM Watson Health is a data, analytics, and technology partner for the health industry. Supported by the innovation of IBM and intelligence of Watson, we are committed to helping build smarter health ecosystems. Through the combination of our deep industry expertise in health, data and analytics, actionable insights, and reputation for security and trust, Watson Health is working together with its clients and partners to help them achieve simpler processes, better care insights, faster breakthroughs, and improved experiences for people around the world.

For more information

Visit our page at <https://www.ibm.com/govhhs>

Footnotes:

1. Waste in the US Health Care System: Estimated Costs and Potential for Savings, JAMA Network. October 7, 2019.
Available at: <https://jamanetwork.com/journals/jama/article-abstract/2752664>

Learn more:

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