



## Overview

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### The need

A large company with more than 150,000 employees worldwide wanted to improve its myriad benefit offerings through provider performance monitoring and analysis

### The solution

The company used the IBM® Advantage Suite® data analysis and reporting solution to create custom dashboards that allowed them to align provider performance with business strategy

### The benefit

The company gained transparency into a variety of critical metrics such as cost, utilization and provider performance, helping drive informed decisions regarding plans and carriers

# Advantage Suite

Using data analytics and custom reporting to inform decisions on employee benefit offerings

Several years ago, the client — a company with \$90 billion in annual revenue — was providing health insurance coverage to its 150,000-plus employees through many different carriers and hundreds of plan offerings. With goals of optimizing, managing trend and holistic performance monitoring, they wanted to shift provider performance monitoring and analysis from a third-party service to an internal team. The company turned to IBM® Watson Health™ for help developing the measurement strategy and analytic tools needed to accomplish this goal.

## Evaluating health plans

Utilizing the Advantage Suite data analysis and reporting solution, the company first created a custom vendor scorecard.

The scorecard allowed the company to compare multiple carriers and plan types across a variety of metrics, including:

- Medical and prescription drug cost and utilization
- Population health
- Program participation
- Network management
- Innovation

Each carrier received their own report that compared their data to all company plans, benchmarks and targets.

## Gaining control

The scorecard empowered the company to take control of the monitoring and management of its myriad benefit offerings. By creating total transparency across the service delivery model, the company was able to hold carriers accountable and quickly address issues with cost and quality of care.

The dashboard also provided a vehicle for internal information sharing, as well as external reporting to outside stakeholders and providers.

## An evolving solution

When the client changed benefit options, it wanted to drill further down into its data to look for patterns and find opportunities for improvement. A new interactive dashboard was created to address this need.

The dashboard was designed to go beyond standard metrics and produce insights that would help drive business decisions. Further, it was designed as an interactive tool whereby the user could select comparison groups, such as single provider versus geography, single carrier versus the nation, or business units versus each other. Using the dashboard, the company was able to highlight strengths and weaknesses in the following areas:

- Gaps in care
- Unnecessary care
- Avoidable emergency room visits and inpatient hospitalizations
- Key drivers of cost variations
- Hospital performance on admission-based metrics

Using the same innovative design, Watson Health retooled the original vendor scorecard to accommodate new benefit design options.

Known as the scorecard 2.0, the new version is even more interactive than its predecessor and allows users to choose report filters with updated metrics, benchmarks and user-defined selection criteria. This offers the ability to dissect the total population in many different ways — including employee status, geographical location and more — to identify cost outliers and help manage outcomes.

Today, the company uses the scorecard 2.0 and interactive dashboard in conjunction with each other to produce an ongoing, comprehensive view of provider performance.



### For more information

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### About IBM Watson Health

Each day, professionals throughout the health ecosystem make powerful progress toward a healthier future. At IBM Watson Health, we help them remove obstacles, optimize efforts and reveal new insights to support the people they serve. Working across the landscape, from payers and providers to governments and life sciences, we bring together deep health expertise; proven innovation; and the power of artificial intelligence to enable our customers to uncover, connect and act — as they work to solve health challenges for people everywhere.

