Who's Who and Who Knows Who?

How entity analytics help social programs reduce fraud, waste and error

Growing populations and looming budgets cuts continue to challenge organizations delivering social programs and benefits. At the same time, fraud and payment errors put added pressure on already-squeezed systems.
A typical approach to recouping erroneous payments requires organizations to chase them after they have been made, resulting in relatively low recovery rates. A new approach to managing services is needed, one that allows organizations to make maximum use of their resources while preventing abuse and errors from occurring in the first place. New software tools powered by entity analytics (EA) can help.
Ending the Pay-and-Chase Cycle

Analytics can provide a comprehensive view of citizens across the data siloes of the services spectrum and provide alerts when suspicious situations or patterns are detected to help prevent fraud and error.

A European social security agency prevented an estimated €42 million in fraud during a year-long trial of a new analytics system.\(^5\)

A social services organization in Canada applied analytics to boost its return on assessment activities by 400 percent, preventing overpayments in the process.\(^6\)

Another North American social services organization has seen a 631% annual return on investment for an analytics system that prevents overpayments and boosts case worker productivity.\(^7\)

A U.S. state social services organization used analytics to identify more than $3 million in improper payments to 1,972 recipients over a 2.5-year period.\(^8\)

Entity analytics can access both old and new data across multiple systems to analyze people, transactions, relationships, and other important entities, providing the context needed to detect patterns related to fraud and errors.
IBM Cúram Identity Intelligence, an EA-powered system, helps social services agencies make faster more accurate eligibility decisions and operate more efficiently. It can quickly answer such critical queries as “Is this person a valid new claimant in the system?,” “Is the service request valid?,” and “Does this person qualify?” Organizations can also monitor and update watch lists of individuals to be tracked as possible false claimants. For example:

1. **A service is requested.** Jane Anderson Medicaid claim

2. **Cúram Identity Intelligence automatically checks an applicant’s information against the watch list.**
   - On the list of doctor known to submit false claims
   - Shares a relationship with known providers filing false claims
   - No relationship to providers filing false claims

3. **The system sends alerts to the right people so that they can take action against fraud.**
   - Return information on the applicant and alert the legal department
   - Return information on the applicant and providers filing false claims along with a warning
   - Continue with the eligibility process
The solution can easily integrate with other enterprise systems including client, vendor, employee, and regulatory compliance databases, further empowering social services organizations to prevent fraud and errors and do more with less.

IBM Watson Health is working to improve lives and give hope by delivering innovation to address the world’s most pressing challenges across the domains of health, human services, workforce services and social security. We believe that government health and human services professionals must be freed from the obstacles, siloes and unnecessary complexities that hold them back. But in an industry riddled with complexity and uncertainty, these professionals still face significant headwinds on their path to progress. Driven by the same passion and spirit as our customers, we arm them with the technology and expertise they need to power thriving organizations, support vibrant communities, and solve the challenges of service delivery.
To learn more about how IBM Cúram Identity Intelligence can help social service organizations work more effectively while preventing fraud and errors, please visit ibm.co/socialprograms.

Sources
7  Nucleus Research. “ROI Case Study: IBM SSIRS: Alameda County Social Services Agency.”