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Primary Challenges for Medicaid Agencies

Common challenges to identifying, analyzing, and investigating fraud, waste, and abuse (FWA) with Medicaid providers:

Compliance Vigilance

Navigating complex regulations requires deep knowledge, insight, and experience with continuous vigilance to successfully implement.

Policy Evaluation

Measuring the effectiveness of policy changes in reducing FWA can be complicated and require long-term tracking.

Threat Evolution

The evolving nature of threats complicates the identification of FWA schemes, necessitating frequent updates to assessment methodologies and tools.



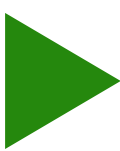
Technical Complexity

Integrating data from various sources to achieve real-time analytics for detecting FWA involves intricate technical challenges.

Procedural Barriers

Effective case management requires coordination with external entities, which can be complex and time-consuming due to multiple communication channels and procedural barriers.

Deloitte's Program Integrity (PI) Solution for State Medicaid Providers



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Our Solution For Critical PI Challenges

Program & Policy Advise Services

Approach:

Combine our knowledge and experience with coordination from state subject matter experts to conduct a comprehensive review of policies, procedures, and programs. This allows us to **pinpoint areas of non-compliance and inefficiency**.

Benefits to State Agencies:

- Enhanced **compliance and risk management**, aligning operations with the latest regulatory requirements.
- Support for **transforming** recommended **policy changes into actionable implementations**.

Vulnerability Assessments (VA)

Approach:

Conduct comprehensive assessments that includes reviews of claim and encounter processing and payment policies, benefit program designs, provider enrollment and screening processes, and program operations

Benefits to State Agencies:

- Identify **high-value vulnerabilities for ROI**, keeping the state informed on **evolving FWA schemes**.
- These vulnerabilities form the foundation of the **operational analytic workplan** for the upcoming State Fiscal Year.

Data Analytics

Approach:

Leverage advanced technology, machine learning models, and artificial intelligence to **proactively identify potential FWA concerns**. Develop predictive analytics based on state input, VA's, and our knowledge of national FWA trends.

Benefits to State Agencies:

- Advanced technology and predictive algorithms **enable real-time analytics and high-quality FWA leads**.
- Data visualization capabilities that **facilitates straightforward assessment** of policy effectiveness driving high ROI.

Case Management (CM)

Approach:

Experienced personnel **utilize Pallium™ to manage cases**, leveraging analytics and tips to optimize audits, investigations, and evidence collection, **effectively identifying and addressing provider FWA concerns**.

Benefits to State Agencies:

- Skilled **professionals use CM to identify FWA**, enabling swift corrective actions, fund recovery, and risk detection of vulnerable providers.
- The state can **focus on core functions** while we manage the coordination of audit and investigations.

Our Client Impact:

- ✓ **Client A:** Identified a policy violation that gained national recognition, leading to 16k reviews in 6 months with over \$12.5M in savings.
- ✓ **Client B:** Recouped over \$41M in the first year of the contract; developed an algorithm that recouped \$1.5M/month from improperly paid capitation payments.
- ✓ **Client C:** Analyzed 643M claims over 3 years; flagged 20.1M claim lines with \$5.4B paid and \$830M at risk; identified \$43M in potential improper payments for ABA services.
- ✓ **Client D:** Achieved a 30% YoY increase in FWA cases processed and evaluated \$7.1B in Managed Care payments.

Contacts:



Jamia McDonald
Principal
jammcdonald@deloitte.com



Leanne Miles
Senior Manager
lemiles@deloitte.com



Jordan Poole
Senior Manager
jopoole@deloitte.com



Barton Bishop
Managing Director
bbishop@deloitte.com