

Every Dollar Counts: Reduce Improper Payments in Medicaid

Deloitte.

1 in 5

Americans Covered¹

\$880B

Medicaid Spending²

\$543B+

Improper Payments³

Sources of Improper Payments



Eligibility errors



Administrative errors



Fraud, waste, and abuse



Implement mitigation strategies to efficiently optimize resources and prevent improper payments



SOLUTIONS
IN ACTION

In a midwestern state, Deloitte helped the state recovered **\$10M in improper capitation payments** over 7 months for claims paid after death, to incarcerated individuals, and to HIPD members, which will lead to **savings of \$50M+ annually**.

In a southern state, the Deloitte team used external data from the DMV to identify **9K active Medicaid recipients** who no longer lived in the state.

AUTOMATE MANUAL PROCESSES FOR FUTURE EFFICIENCY



Annual eligibility checks using limited data sources



Manual nudges for renewals, applicants remain active up to 90 days



Manual identification of follow up required with applicants on ad-hoc basis



Current population assessment to identify potential vulnerabilities within the existing process



Removal for applicants and active recipients based on enhanced data checks



Increase eligibility checks for select populations using internal and external data to improve reliability

STRATEGIES TO PREVENT & REDUCE IMPROPER PAYMENTS

Improve Data Integrity

- Conduct checks for deceased or out-of-state recipients
- Analyze shared connections (DOB, phone number, address)
- Eliminate dual enrollment

Improve Data Reliability

- Lock application elements post-deadline
- Validate income, employment, and assets against external data sets

Create Efficiencies

- Identify anomalies in eligibility data and prioritize applicants with specific risk profiles
- Automate contact with prioritized recipients

Refine & Monitor

- Refine risk scoring based on reviews and eligibility determinations
- Continuously assess eligibility using new data and risk factors

Please visit: <https://www.deloitte.com/us/en/industries/government-public/about/program-integrity-services.html>



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