



Nursing Home Saves Millions Using Software to Predict Eligibility Risk

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Long Term Care Case Study

Company profile

The company profiled in this case study provides long term nursing and rehabilitation services to nursing home clients in three states.

- Established in 2000
- Forty two facilities located in three states: two medium sized and one large state
- Provides nursing and rehabilitation services to predominately Medicare and Medicaid patients.

Business situation

Business managers in the company's nursing facilities had to make quick admissions decisions with minimal financial information. Managers were at risk of admitting patients who may not be able to pay for their care. Yet all nursing facility staff understands the importance of having a strong census. At the same time delays in state Medicaid eligibility decisions placed additional pressure on the admission decision process.

As a result, the company provides services were provided to many clients awaiting a Medicaid eligibility decision. Those clients denied Medicaid eligibility are written off as lost revenue and the company will never recoup its costs. With current budget cuts to Medicare and Medicaid the company faces even greater pressure to prevent non-paying admission decisions.

Technical situation

Business managers conducted the admissions process using a paper-based system. Workers did not have a reliable mechanism to collect, share and assess information regarding an applying client's information. Further no additional information was available for managers to support decisions (for example, outside third party data identity and asset verifications). Also, there was not a standard method available for assessing the risk of admitting a particular patient. There was not an electronic record of all applicants available for analysis to managers and executives.

Solution

AutoGov implemented a web-based risk scoring engine, driven by a predictive model designed to assess risk levels. Risk scores, provided in near real time, are accompanied by a list of "predictive factors" explaining the reason for the score. The result is that each nursing facility has a risk analysis tool complete with applicant financial information available to them within CaseVue – a complete record of financial and risk information that can be updated at any time. Each applicant's eligibility risk is enhanced with third party verification and validation data.

Benefits

Within months of using CaseVue, the company began to see a reduction in write-offs. After 12 months of consistent use, AutoGov's risk scoring tool resulted in substantial improvements in the company's financial situation. The company experienced close to complete elimination of Medicaid payment write-offs totaling millions returned to their bottom line. Additional benefits include:

- Makes data more useful to the workforce by providing critical information at strategic decision points
- Incorporates the benefits of extremely sophisticated data mining and analysis into workers daily workflow and decision processes
- Easy to implement and effective in all company facilities
- Reduces human error
- Reduces worker learning curve
- Processes a real score based on the client's information to let the caseworker make an informed decision regarding likely Medicaid eligibility
- Discovers income and assets through with reliable third party data sources
- Support Medicaid Applications
- Drives a stable census
- Conserves resources
- Streamlines admissions process
- Increases Medicaid Appeals success
- Supports best practices across facilities
- Increases number of "paid days"

Products and services the company used

The company used AutoGov's cornerstone software product, CaseVue with the following specific features:

- Desktop Portal
- Predictive Analytics
- Scoring Engine
- Business Intelligence Reporting
- 3rd Party Data Sources