



State Improves Productivity and Accuracy in Long Term Care Eligibility

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Government Case Study for CaseVue Risk Scoring

Organization profile

This Social Services Department in this state's fourth largest state agency. The agency collaborates with the state's counties and largest city to: provide foster care, adoption and protective services to children; collect and distribute child support payments; and provide temporary cash, food stamps and medical assistance to families. It also funds programs for homeless persons, refugees, and migrant workers, victims of crime and women who are displaced, battered or assaulted. In total the department serves over 700,000 people in need.

Business situation

Like many of its counterparts across the country, the department faced backlogs in determining applicant eligibility for social services due to overwhelming numbers of needy citizens and budget reductions limiting additional staffing. The decision delays were particularly acute for those people waiting to hear if they would receive medical assistance for their nursing home stays.

The agency needed an economical solution that would accelerate accurate decisions without hiring additional staff. The solution needed to be in place as quickly as possible.

Technical situation

The department uses an older main frame system to track and manage assistance applications. All applications are submitted on paper. Each worker then inputs data in the system. Workers are required to make accurate decisions within 60 days using this paper based and aging technical tools.

Workers must double check information submitted by applicants regarding their income and assets and do not have easily accessible access to outside data sources for verification and validation.

Solution

AutoGov offered the department an algorithmic model that predicted the Medicaid eligibility risk level of each applicant. To support the ease of use for the workers, the algorithm was translated into a numeric score, accompanied by a list of the riskiest items present in a case. Workers now focus their time and effort on the cases that require additional work but can do so by focusing on those items that require the most attention – those that present the most risk.

Cases with scores on either end of the spectrum (very low risk, very high risk) are disposed of quickly. Those cases that score in the middle receive the most attention in order to reduce ambiguity and verify any missing or risky information.

Benefits

The department used AutoGov's scoring tool to assess every case in its backlog. With a 95 percent accuracy rate, the department retired the entire backlog within six weeks. At the same time the department experienced a 30 percent increase in productivity. Today the department uses CaseVue to score every long term care application it received and "works," and will use the tool in all its eligibility programs by the beginning of 2012.

Additional benefits that the department experiences as a result of the AutoGov CaseVue software included:

- Mitigates financial risk for the state
- Speeds decisions for needy citizens
- Verifies income, assets and identity
- 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
- 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 as soon as possible

Products and services used

- CaseVue
- Desktop Portal
- Predicative Analytics
- Scoring Engine
- Reporting
- Business Intelligence Reporting
- 3rd Party Data Source