

EBS RMSCO's Medical Management Program

Intervention Through Data Mining (D2) Program

Minimize Future Medical Expenses

Our ongoing, proactive data mining program creates opportunities to improve management of chronic diseases, encourage the use of low-cost cancer screenings and early detection of high-cost cases in advance of incurring exorbitant expenses.

This program identifies gaps in care for members who suffer from chronic diseases. The nurses reach out to members as well as providers to encourage better management of chronic health conditions, based on nationally recognized standards of care. As these gaps are identified, the nurse case manager works with the member to assure the member understands the importance of the missing treatment or tests.

Chronic Conditions Mined For:

- Coronary Artery Disease (CAD)
- Asthma
- Diabetes
- **Important note:** New cases are mined for monthly (i.e. HIV, cancer, renal failure, cirrhosis, liver disease)

Prevention

Thousands of algorithms and query tools allow us to identify members who have a chronic condition as defined by the Healthcare Effectiveness Data and Information Set (HEDIS). HEDIS is a nationally accepted program. This process identifies members that are at risk and not in compliance with the recommended treatment plan.

Once non-compliant members are identified, the member and his/her Primary Care Physician (PCP) are contacted. The medical management vendor works with the PCP to provide a comprehensive medical overview of what led them to believe the member is non-compliant. PCPs are encouraged to reach out and engage the member as a trusted source. The PCP has an ethical obligation of keeping the patient healthy.

Our data mining program also identifies members who have not had regular preventative screenings and will remind these members when a crucial preventative screening is missed, encouraging them to schedule an appointment for these potentially life-saving tests:

- Colorectal Screening
- Pap Smear
- PSA Test for Men

- Mammogram 40-49 (once every two years)
- Mammogram 49-70 (once every one year)

In addition, the members are encouraged to seek treatment from the appropriate medical provider so the chronic medical condition is monitored closely by a physician to avoid high-cost complications. The member is encouraged to make and keep appointments and is educated to ask more in-depth questions of the provider. This disease management program has narrowed the gap in care for diabetics, asthmatics and members with coronary artery disease.

Using claims data, reminder letters are generated for individuals who have not had appropriate cancer screenings to be sure cancer is identified in its earliest possible stage, when the cost of treatment is lower. As a result of the reminder letters, more of our members are being screened for cancer than those covered by other commercial plans.

Also, as part of the ongoing data review, certain conditions are identified that warrant early case management assistance. By reviewing claims data, individuals are identified with the early indication of a potentially catastrophic condition, when the claim level is as little as \$500.

This allows case management to begin early to assure these potentially high-cost cases are medically managed to avoid complications.

Utilization of the proactive data mining program has proven to be an effective tool in flattening the cost curve. Employers utilizing data mining average a return on investment of \$4.50 for every \$1.00 spent. **Data mining tools are also being utilized as a highly effective method for identifying incidents of fraud, waste and abuse.**