advize™

Modernizing Performance Metrics for Your Payment and Revenue Integrity

How many times have you challenged processes within your organization only to be met with one simple, yet damning, explanation:

That's how we've always done it.

This is certainly the case when it comes to Special Investigation Units (SIU) and Payment Integrity (PI) initiatives across the industry. It's an easy trap to fall into, and abysmally difficult to escape.

But...

What if there was a better way to detect, identify, and slow down the increasing rates of healthcare fraud, egregious overpayments, and poor documentation practices? What if you could extract your organization's SIU practices from its ancient amber chrysalis and bring it not only to the 21st century, but to the cutting edge of efficacy?

Reassess SIU Success

Unscrupulous healthcare actors are only part of the healthcare fraud problem. The other perpetrator in the healthcare fraud matrix is you (and them, and us). The methods by which our industry dictates and defines Special Investigation Unit and Payment Integrity success are helping fraudsters and criminals get away with it.

They're getting more clever, emboldened by new technology, while witnessing our processes and metrics fossilize before their very eyes.

The result of the **"***this is how it has always been done***" school of thought is dated statistics, old modeling, and rigid views** of investigative success that force Special Investigations Units to spend more time trying to prove their value than identifying and preventing fraud.

These statistics and methodologies rely too heavily on a fixed set of quantitative metrics that only breach the surface of an investigator's success in the field.

The quantitative metrics in question, such as:

- **How many active investigations is an investigator working on?**
- **How many investigators are on an SIU team?**

...set a good foundation for determining the ROI of an SIU team or investigative initiative. Still, they inherently prohibit accurate comparison and innovation while dismissing the inextricable relationship between PI and SIU. The key is to examine such quantitative metrics within the context of insightful, strategic qualitative data points.

The Four Ts of SIU and PI Success

We're not here to point fingers. We're here to offer solutions. Advize Health saw this industry-wide challenge as an invitation to ideate and create a new framework for measuring, communicating and improving the ROI of Special Investigations Units. We created a workgroup of leading healthcare fraud professionals to define a new set of metrics that can be measured, compared, and future-cast for operational excellence and success.

Onboarding input from several payer organizations, investigations units, and leadership – Advize established a flexible set of qualitative metrics to complement the tried-and-true quantitative variables used by the industry at large.

Our new set of variables can be classified by our four Ts of SIU and PI success:
Team | Tech | Training | Transformation

This holistic approach to defining actionable ROI for SIU and PI was designed to seamlessly integrate with the entirety of a payer organization, breaking down the silos that previously prohibited accurate comparison. The qualitative metrics can be broken down into larger goal categories that directly impact return on investment, efficacy, and definitive success.

Team, Tech, Training and Transformation, Oh My!

The four T framework of SIU and PI success enables organizations to establish a customized set of qualitative goals and quantitative metrics that expose strengths, opportunities, risks, and areas of improvement using the data that matters most within the four pillars of program success.

Team
Qualitative Assessment

To assess the readiness of your SIU and PI teams, **ask yourself the following questions** and establish goals based upon the results.

- What does your team look like? Is it inclusive of investigators, auditors, analysts, and other key stakeholders such as medical directors, medical and compliance management, and law enforcement (FBI, HHS-OIG, OPM)?
- Does your team feel encouraged to take ownership and collaborate regularly?
- Does your organization take an interdisciplinary approach to fraud prevention and detection?

Qualitative Goals

The above questions and conversation starters lead to the development of focused qualitative goals.

- Increase collaboration with stakeholders listed above.
- Organizational integration of SIU and PI activity with the entire business to minimize conflict and member/provider abrasion while optimizing resource utilization.

Technology
Qualitative Assessment

- How is your current technology stack contributing to your SIU goals?
- How often is technology being leveraged as opposed to more manual methods?
- Are there better technologies available?
- Is your technology ecosystem integrated?

Qualitative Goals

- Increase use of technology to generate leads and better integration of case management systems, artificial intelligence, link analysis, and visualization.
- Maximize results of front-end tools that prevent loss (Ex. Prepay edits, identification of program vulnerabilities, enrollment, and claims adjudication).

Training
Qualitative Assessment

- Do your investigators require continuing education credits?
- Is your internal training curriculum routinely updated?
- Do you have a quality assurance program to ensure compliance?

Qualitative Goals

- Enhance training of staff to encourage consistent approaches that result in defensible findings.
- Implement educational and quality assurance requirements.

Transformation

The final T of our SIU success framework is transformation, the stage at which you gather your qualitative assessment findings, establish qualitative goals, and combine them with their corresponding quantitative benchmarks.

We've created a sample set of qualitative goals to help paint a more accurate, relevant, and actionable picture of ROI and SIU efficiency.

Measurement of these goals is simple. Leadership can look at a whole host of new variables including percentage of:

- Leads generated from: internal data analysis, administrative actions or law enforcement referrals, proactive data mining

- Case file thresholds for QA review

- Meritless leads closed within established time frame

- Cases resolved timely

- Savings based on proactive edits.

Our approach to metrics was crafted by FWA experts, tailored for experts.

Understanding the 'who, what, where, when, and why' empowers us to develop cutting-edge program integrity services and deliver optimal results.

Our Method

The Advize method of measuring SIU and PI success is a flexible tool that can be leveraged to create custom solutions for clients based on SIU priorities and areas of focus and need. The powerful combination of quantitative goals and their associated qualitative metrics lead to increased collaboration, transparency, and value demonstration.

Collaboration

Value

Flexibility
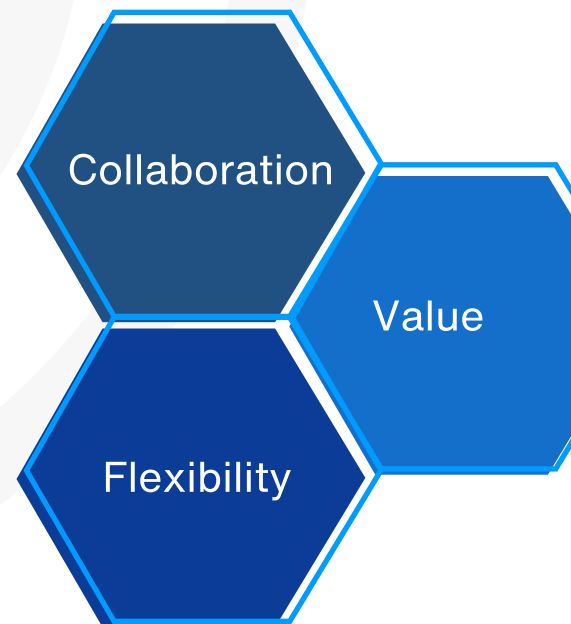
Contacts

Jeanmarie Loria
CEO
jloria@advizehealth.com

Dan Leslie
Director, Business Development
dleslie@advizehealth.com

Matt Kochanski
Director, Program Integrity
mkochanski@advizehealth.com

Eric Rubenstein
Director, Litigation, FWA Support
erubenstein@advizehealth.com