

Optimized Medicaid ACO Enrollment in Massachusetts

Introduction

In 2018, the Massachusetts Medicaid Program (MassHealth) instituted a state-wide accountable care organization (ACO) program as part of its \$1.8B Delivery System Reform Incentive Payment (DSRIP) waiver (with 60% or \$1B going to ACOs). From a membership standpoint, roughly 1.2M of MassHealth's 1.8M members are eligible for enrollment into one of the 17 participating ACOs. This ACO model is designed to achieve the following (among other goals):

- Improve care quality and member experience and integrate the full spectrum of medical care including behavioral health and long term services and supports (LTSS)
- Shift incentives to hold providers accountable for quality and total cost of care
- Provide both clinical and community-based support for populations with behavioral health and long term health care needs

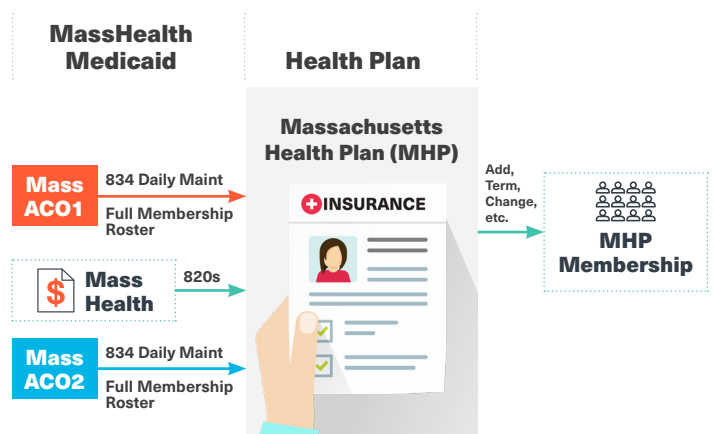
It should go without saying that the genesis point of this program is member enrollment. Complete and accurate enrollment into the Massachusetts ACO program sets the stage for both program and member success.

With that, given the complexities of ACO enrollment in Massachusetts, including the Massachusetts ACO 834 format for daily and monthly reconciliation files, a manual,

disjointed, paper-based enrollment management approach with limited visibility is insufficient at best and detrimental to member and program performance at worst. What is required is a comprehensive enrollment management solution complete with end-to-end enrollment lifecycle capabilities to handle the complexities of Massachusetts ACO enrollment.

This is where Edifecs and our experience supporting health plans involved in the Massachusetts Medicaid ACO program comes in. Included in our comprehensive enrollment management solution are built-in validations and integrated workflow processes to increase data integrity by enabling visibility and validation upfront in the enrollment process.

Massachusetts Medicaid ACO Enrollment



Why Edifecs

- Leverage the depth and strength of deep EDI processing capabilities
- Turn enrollment data into actionable intelligence
- Reduce manual intervention and processing spend through our automation and reconciliation logic
- Market-tested and validated solution scalability
- Enrollment Hub approach consolidates enrollment operations across a health plan's multiple lines of business

Features and Value

Feature

Full roster with discrepancy identification

Identify missing members and dis-enrolled members through comparison of roster details with Edifecs Member Repository, but without the risk of applying out of date information supplied by the Medicaid agency

Value

- Drive program scalability
- Reduce total IT costs
- Reduce administrative costs

Configurable edits and validation

Reduce membership churn by identifying missing or mismatched data in MMSID or by identifying the change in rate cells of members and creating validation errors if needed on such transactions

- Eliminate revenue loss
- Reduce administrative costs

Integrated workflow

Workflow integration with the automated transaction processing enables real-time visibility into transaction fallout and includes ability to correct and reprocess immediately

- Reduce administrative costs
- Increase member satisfaction

Dashboards and reporting visibility

Graphical near real-time dashboards with drill-down capabilities provide insight into transaction activity as well as transaction balance and controls

- Reduce total IT costs
- Decrease administrative costs

Financial reconciliation

Prevent loss of member-based reimbursement revenue through automated reconciliation of financial transactions against individual member enrollment period. Includes automated tracking and reporting of over, under and missing payments

- Eliminate revenue loss
- Decrease administrative costs



Edifecs Inc. is a global healthcare software company committed to improving outcomes, reducing costs, and elevating value of healthcare for everyone. Edifecs delivers the industry's premier IT partnership platform to providers, insurers, pharmacy benefit management companies, and other trading partners. By mobilizing its leading solutions at the front end of the healthcare information pipeline, Edifecs provides a unified platform for partners to flexibly pilot and scale new initiatives using their existing enterprise system. Since 1996, hundreds of healthcare customers have relied on Edifecs partnership solutions to future-proof their leading initiatives in the midst of a dynamic healthcare landscape. Edifecs is based in Bellevue, WA, with operations internationally. Learn more about us at edifecs.com.