

TPL Strategy Drives Savings and Improved Enrollee Experience for a Medicaid Program

November 30, 2023

Today's presenters



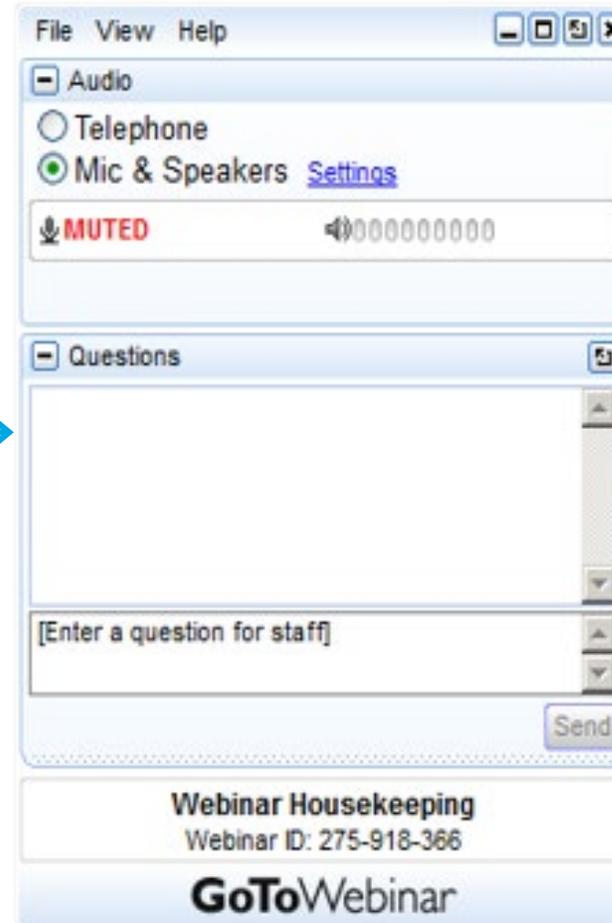
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CAQH

Housekeeping and logistics

Type your question here



Zane Networks, LLC - A leader in healthcare transformation services



Mission
Applying innovation so organizations can better help all people enjoy the highest attainable quality of life and optimal health

Health Quality Improvement

Zane Networks is a leader in healthcare transformation services and solutions

Zane Networks has played a pivotal role in driving the adoption of Health Information Technology (HIT) throughout both the state of Maryland and the District of Columbia. Nationally accredited by the **District of Columbia Health Care Accreditation Commission (DHACC)**, Zane Networks has worked with over 700 providers, clinics, and hospitals on the following services: Electronic Health Record Adoption, Meaningful Use and Physician Quality Reporting System (PQRS), Health Data Analysis, Chronic Care Management Portal, Mobile Health Technologies, Health Information Exchange, Patient Center Medical Home consulting, Telehealth and other HIT initiatives.

ZaneNet is providing ongoing MIPS coaching and technical assistance support for providers in Maryland and New Jersey. In Maryland, ZaneNet has partnered with HACHA and CRSP to provide assistance with meeting MIPS measures, DRG vendor reporting capabilities, and the execution and upload of the necessary data elements to the various reporting portals as required. For more information about the Maryland MIPS assistance program, visit the **MIPS Resource Center**.



Sample Projects & Clients

Related Articles

Medical Careline
Center for Health Information Technology & Innovative Care Delivery, Chief, Innovative Care Delivery, Maryland Health Care Commission

Web & App Development

Zane Networks is a leader in healthcare transformation services and solutions

Zane Networks has designed and implemented a wide variety of websites and web application development projects for government entities, universities, and commercial clients. Our websites are informative and built using content management systems, and include advanced features such as social media integration, e-commerce, data-driven operations, API integration, secure virtual learning portals, and more. Our team of 100+ others work our clients through an



Sample Clients & Projects

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SNC Telehealth Solutions Launched

Zane Networks Appoints New Board Members

Telehealth Solutions

Zane Networks understands the importance of telehealth in today's healthcare system as utilization of the service continues to see exponential growth. As a certified Management Services Organization (MSO), Zane Networks has over 10 years of experience helping practices adopt new telehealth technologies and other related tools.

We have worked closely with state and district government under Centers for Medicare and Medicaid Services (CMS) and state-funded projects to help healthcare organizations leverage telehealth solutions to accomplish the following:

- Improve transitions of care from hospital to nursing home
- Increase efficiency during public health emergencies
- Adapt workflows and billing methods
- Exchange local Health Information Exchange information for virtual visits
- Incorporate telehealth devices and remote patient monitoring into existing workflows

Sample Clients & Projects

Related Articles

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Staffing Services

Zane Networks is a leader in healthcare transformation services and solutions

Zane Networks offers cost-effective, permanent, and temporary staffing solutions that place qualified technical and medical personnel with federal, commercial and non-profit clients in locations throughout the United States. We have supplied allied healthcare, nurse staffing, and nurse practitioner staffing to acute-care hospitals, military health facilities, non-profit health centers, and other healthcare organizations. Our variety of services also encompasses recruitment and human resource management.

We present exciting opportunities to healthcare and technology professionals. Our health technology personnel include health data analysts, privacy and security professionals, telehealth support personnel, video-conferencing technicians and engineers, and health IT project managers. All personnel are required to pass the appropriate background checks, and credentials and clearances are checked as part of our hiring process.

Our customized evaluation of each customer's staffing requirements allows us to pinpoint staffing needs and optimize our talent selection. Our employees can be confident that we supply the best candidates for their facilities. We are committed to processes that enable us to satisfy employer needs and create excellence in healthcare and technical staffing.

Sample Projects & Clients



Background for May Connect-a-Thon

PHAT4DC

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Medical Economics

App helps diabetes patients better engage in their care

Constant communication and education are critical to help patients manage their diabetes symptoms and avoid costly complications.

Features help patients:

- Facilitate communication
- Manage appointments
- Track and request medications
- Access an online diabetes education library

Enhancement Increases Usage

The portal was initially launched in 2014-2015, but

CAQH – Leading data solutions for nearly 1K+ health plans and government entities and 2M+ providers

Providers



Health plans, government, employers, and administrators



Introducing the District of Columbia's Department of Healthcare Finance (DHCF)



Mission: *The Department of Health Care Finance works to improve health outcomes by providing access to comprehensive, cost-effective, and quality healthcare services for residents of the District of Columbia.*

The Department of Health Care Finance (DHCF), is the department within the District of Columbia responsible for administering all Medicaid services under Title XIX (Medicaid) for eligible beneficiaries.

- In addition to Medicaid, DHCF administers insurance programs for immigrant children, the State Child Health Insurance Program (S-CHIP or CHIP), and Medical Charities (a locally funded program).
- DHCF has three priorities for the programs they administer:
 1. Building a health system that provides whole-person care
 2. Ensuring value and accountability
 3. Strengthening internal operational infrastructure

DC Population¹
679,031 residents

Medicaid Enrollees²
~305,000 DC residents are enrolled in Medicaid -- a 25%+ increase in total enrollment since 2013

Annual Budget³
~\$3.7B operating budget for FY2023

1. DC Health Matters, March 2023
2. HealthInsurance.org, April 2023
3. CFO.DC.gov

DHCF's TPL strategy seeks to improve financial outcomes and experiences

Identifying and updating Medicaid beneficiaries' TPL resource information is the foundation of DHCF's cost avoidance efforts

National Association of State Medicaid Directors conducted a study that found states could **save an average of 10%** on Medicaid expenditures by effectively leveraging Third Party Liability (TPL) coverage.¹

Over 5+ years, Medicaid programs across the nation have reported an average **annual savings of \$2.4 billion** through TPL identification and coordination.²

- ***DHCF defined a unique approach to the Medicaid recovery process***
 - Rather than rely upon one *vendor to identify TPL coverage and recovery services*, ***DHCF chose to contract separately with solutions for TPL verification and TPL recovery services*** to maximize the District's opportunity
- ***Working with Zane Networks, this approach is intended to***
 - ***Maximize TPL identifications*** to increase cost avoidance
 - ***Cleanse the TPL database*** ensuring coverage information is up-to-date
 - Improve care coordination and ***reduce out-of-pocket costs*** for beneficiaries

1. NASMD Report, 2021 "Leveraging Third Party Liability to Improve Medicaid Reimbursement".

2. Medicaid.gov, Annual Reports 2020

Zane Networks' TPL Solution – A critical component of success



Zane Networks'
streamlined
solution focuses
on data quality
and increased
TPL coverage

Offer a high volume of TPL opportunities

- Interface with data partners who
 - Have access to a **large number of unique commercial carriers from across the nation**
 - Refresh / update information at least **weekly**
 - Provide **high-quality, accurate TPL data**

Ensure the most current and accurate data is identified

- Perform verifications with a high rate of proficiency and quality control by
 - **Verifying results** with a combination of automation and manual review
 - Cross-checking data sources with an **automated review**
 - **Validating results directly with carriers** using randomized data samples

CAQH's Coordination of Benefits provides unique, scaled verification information



CAQH SM **National Coverage Registry**

National database of coverage files of 245M+ patients, sourced directly from benefits carriers across the US.

Used by health plans, TPAs, employers, state/local sponsors to manage COB and payment integrity.

Performs matching logic, uncovers and validates plan overlaps, and makes primacy determinations for medical and some pharmacy coverage.

100%

Participation by national carriers; 55+ total plans, TPAs, and governments

Weekly

Data updated directly from participating plans including validations

245M+

Member lives included in CAQH database

>99%

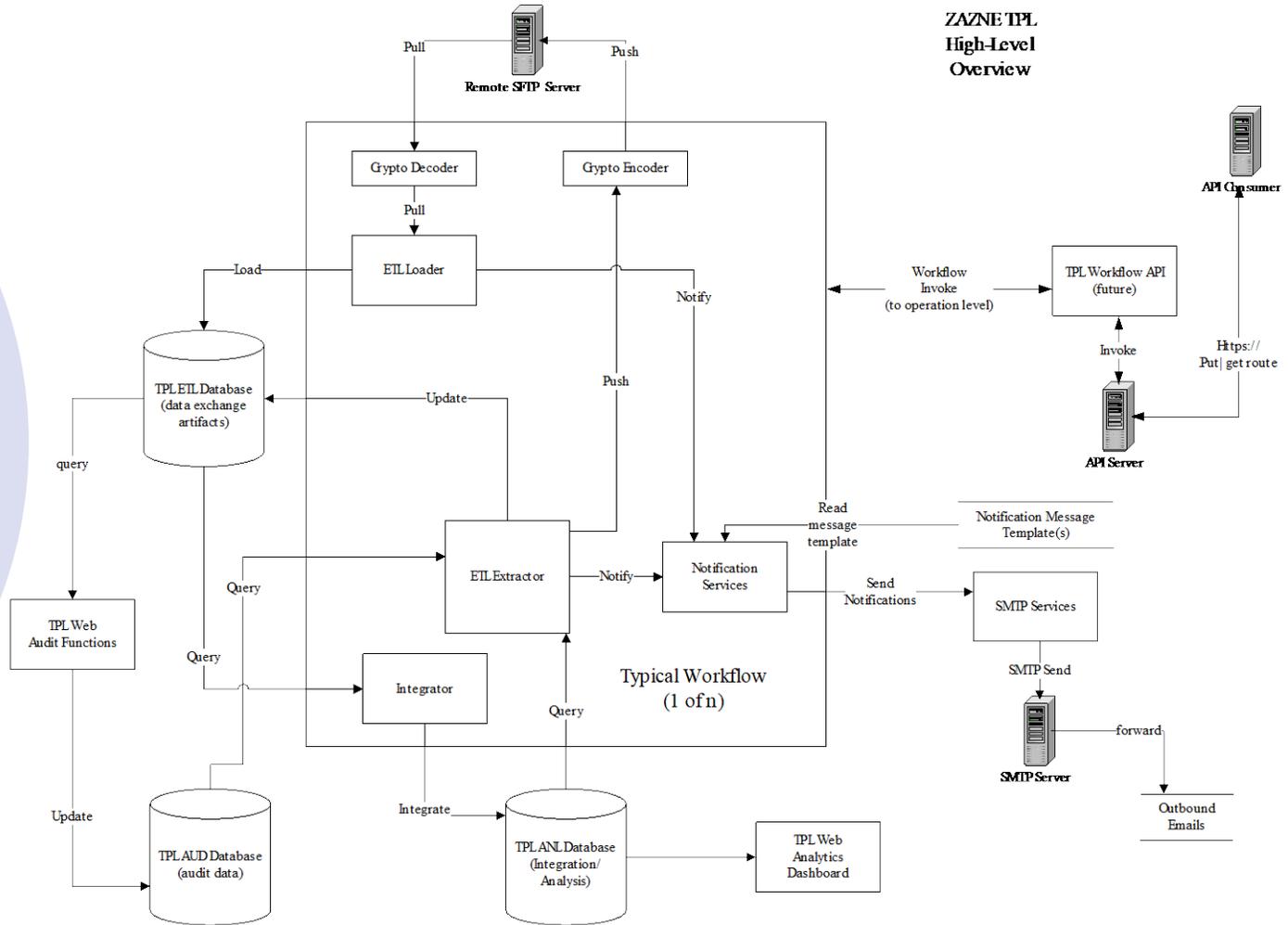
Validation of coverage overlaps (patients with >1 source of coverage)

Primary Source

Data submitted directly from health plans, multiple coverages validated by carrier EDI responses in real-time

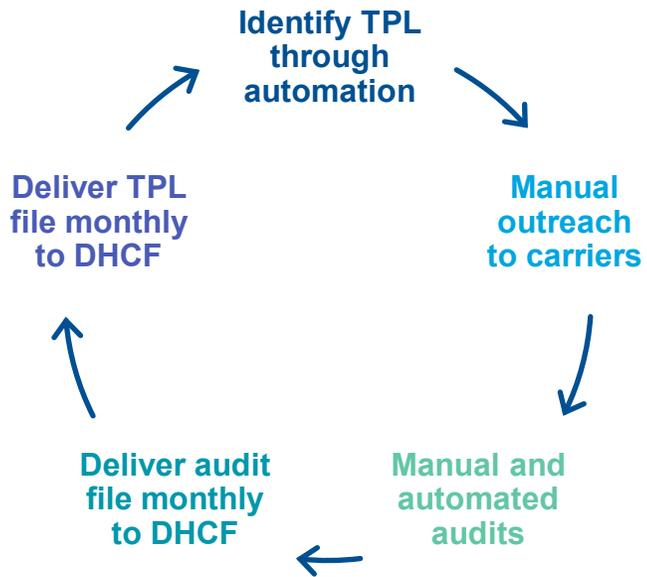
Zane Networks TPL architecture was purpose-built to support multiple integrations

- Advanced architecture with the capability to support both real-time and batch interactions
- Five current connections with the flexibility to easily add more
- Ability to expose APIs to automate, launch, and interface with third-party applications and/or MMIS systems

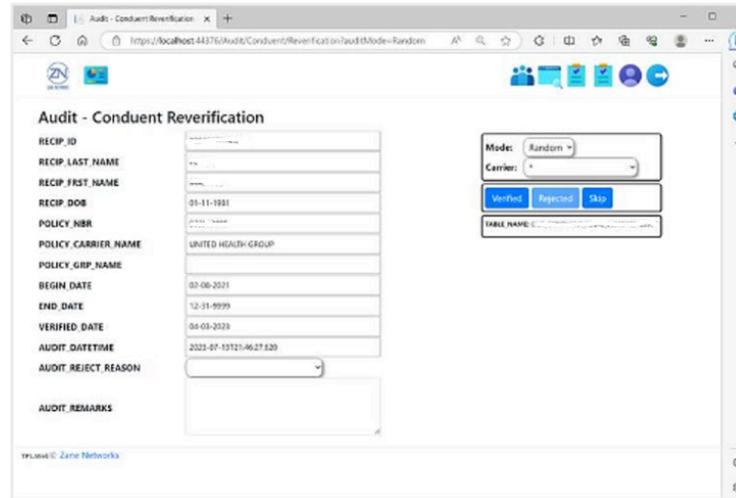


Robust reporting and operational capabilities support accountability

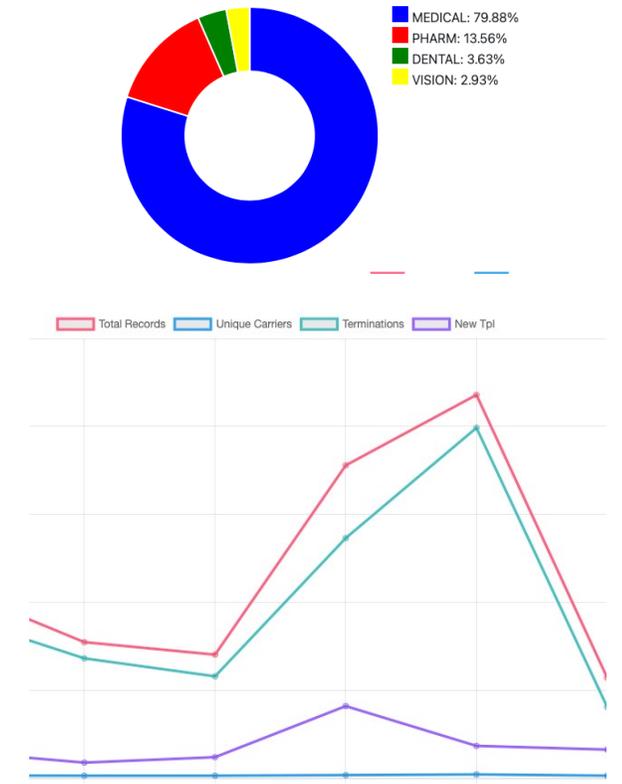
Monthly Process



Auditing Tools



Dashboard for Monitoring Trends

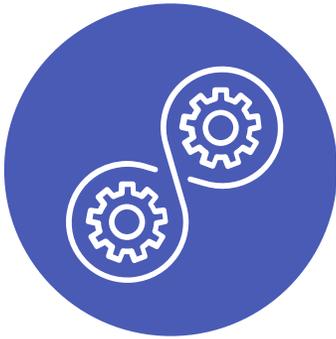




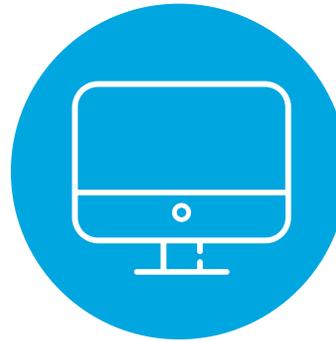
Zane Networks
and DHCF have
worked
collaboratively to
make this initiative
a success

- **Maximize Cost Avoidance** – increased identified TPL with a growing number of commercial carriers
- **Identification of Terminated TPL** – helped cleanse the database and improved data accuracy
- **Accountable Vendor Financial Model** – Zane Networks is paid only on verified TPL

Learnings for others



Focus on data quality and distinction between verification vs recovery has been a success



Transparency (enabled through reporting, dashboards) has provided accountability and trust



Third-party, objective parties supporting the work (avoid competitive vendor issues)

Thank you for joining us!



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Thank You!