

Turn Claims Insights Into Outcomes

April 30, 2020

Conduent Analytics & Medical Claims Management Solutions

Conduent Services & Solutions



Commercial
Healthcare



Customer Experience
Management



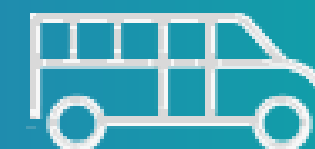
HR Services



Business Operations
Solutions



Government



Transportation

Conduent Services & Solutions



Commercial Healthcare



Payer



Provider



Pharma &
Life Sciences



Medical Claims
Management

Customer Experience Management



Customer
Contact Services



Customer
Communications



Customer
Engagement
Platform



CX Analytics

HR Services



Health &
Wellness



Wealth &
Retirement



HR
Management



Workforce
Enablement

Business Operations Solutions



Document
Management and
Automation



Financial
Industry
Solutions



Finance,
Accounting
& Procurement



Legal,
Compliance
& Analytics

Transportation



Road Usage
Charging



Transit



Curbside
Management



Public
Safety

Government



Payments



Child
Support



Labor, Workforce,
and General
Government



Government
Healthcare

Today's Speakers



Sanjay Manocha, JD, CIPP/US

Sr. Director, Risk and Compliance Analytics

Sanjay has more than 15 years of experience in risk and data-science consulting and solution development. He possesses a strong cross-industry background and understanding of digital transformation and technology convergence across the risk and compliance domains.



JJ Schmidt

Managed Care and Claims Consultant

JJ is a managed care and insurance claims consultant focused on strategy, process and information technology. He has over 20 years of experience in the property and casualty (P&C) sector.

Agenda

Exploring New Areas of Risk Management

- Moving forward in a riskier world
- Leveraging data as a strategic asset

Transforming Data into Actionable Insights

- Claims 2020
- Data collection and reporting
- Modeling

Getting Your Data Analytics-Ready

- Tactics, talent and tools
- Compliance and risk insights

Q&A

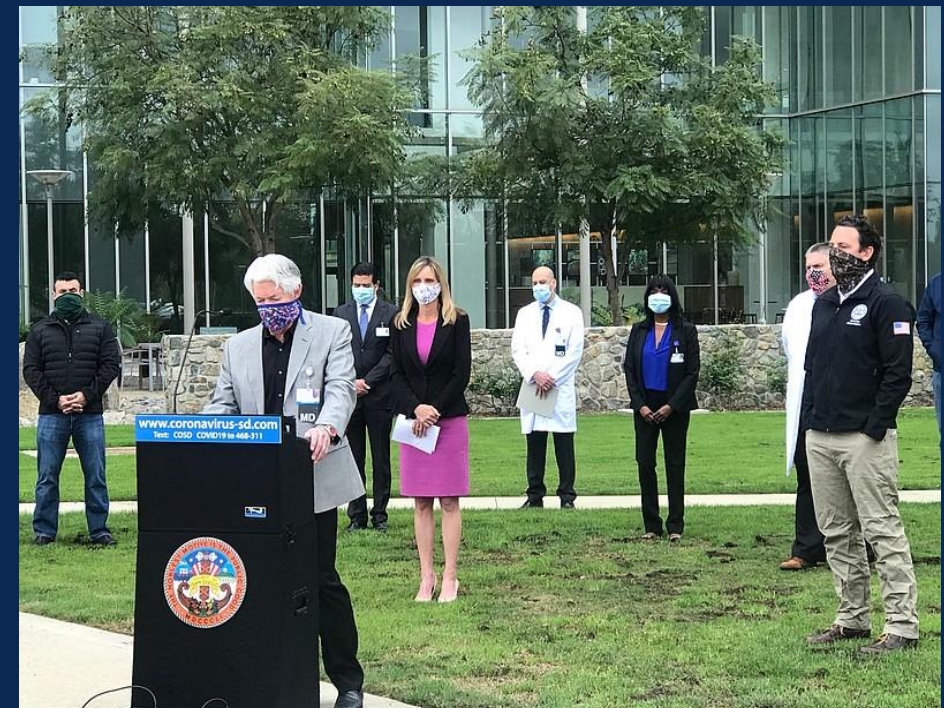
There are no hidden risks.
Just patterns you cannot see.

Moving forward in a riskier world

- Total Cost of Risk “TCOR”
- Emerging risks (new - based on way we live and work)
- Planned and unplanned risks
- New technology



1918



2020

Our increasingly data-driven world

- Data is all around us
- More accessible
- Real-time updates
- Lower data storage costs



Excuse me, do you speak data?

- Artificial intelligence
- Machine learning
- Predictive analytics
- Predictive modeling
- Big data
- Data mining
- Data warehouse
- Algorithms



Analytics at the heart of everything

- Amazon
- Netflix
- Google
- Catalog shopping
- “Soccer-Moms & NASCAR Dads”
- Banks and credit cards



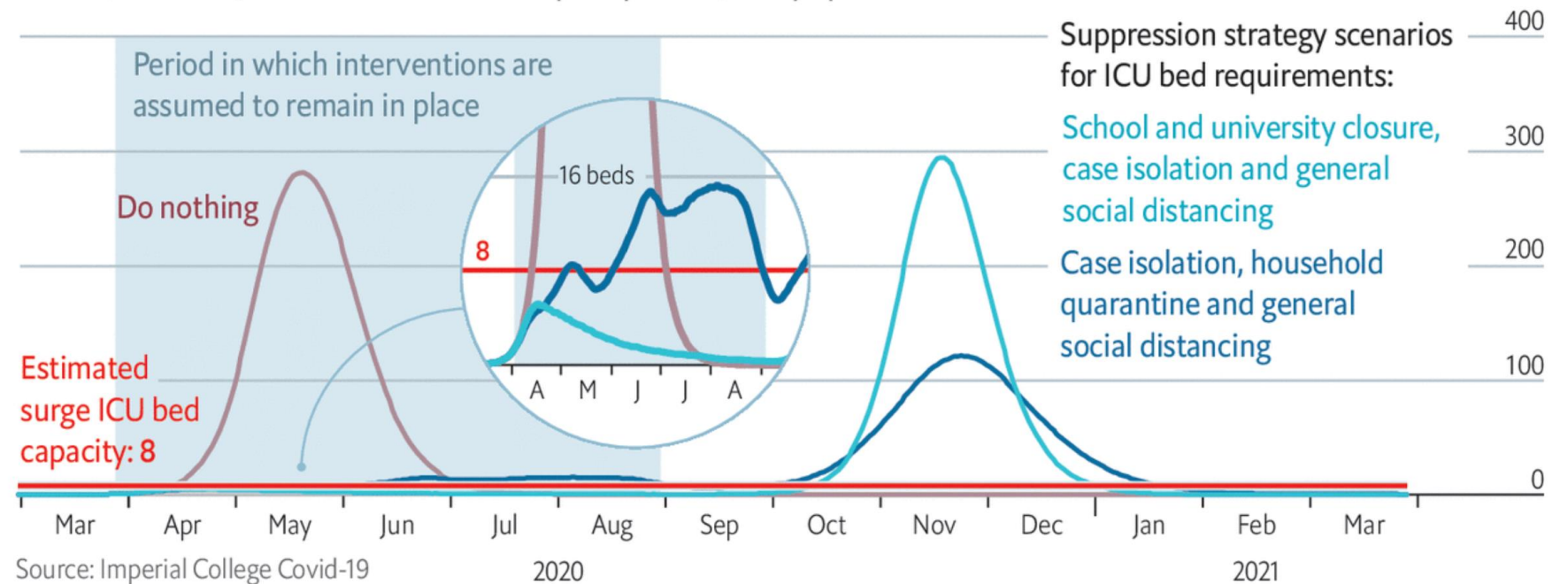
Uncovering actionable insights in your claims data

Pattern Analysis

- High-cost claims
- Fraud
- Outliers
- Safety or process adherence
- Locations
- Workflow management
- Identify similar claims

Anticipating an encore

Britain, covid-19, critical-care beds occupied per 100,000 population



COVID-19 business upheaval

Conduent Maven®

Disease surveillance and outbreak management platform

- COVID-19 module configured to track confirmed cases
- Cloud hosted - Amazon Web Services
- Real-time analytical collaboration between healthcare organizations and experts
- Digital outreach to individuals to validate if their symptoms could be COVID-19 related



Predictive risk modeling

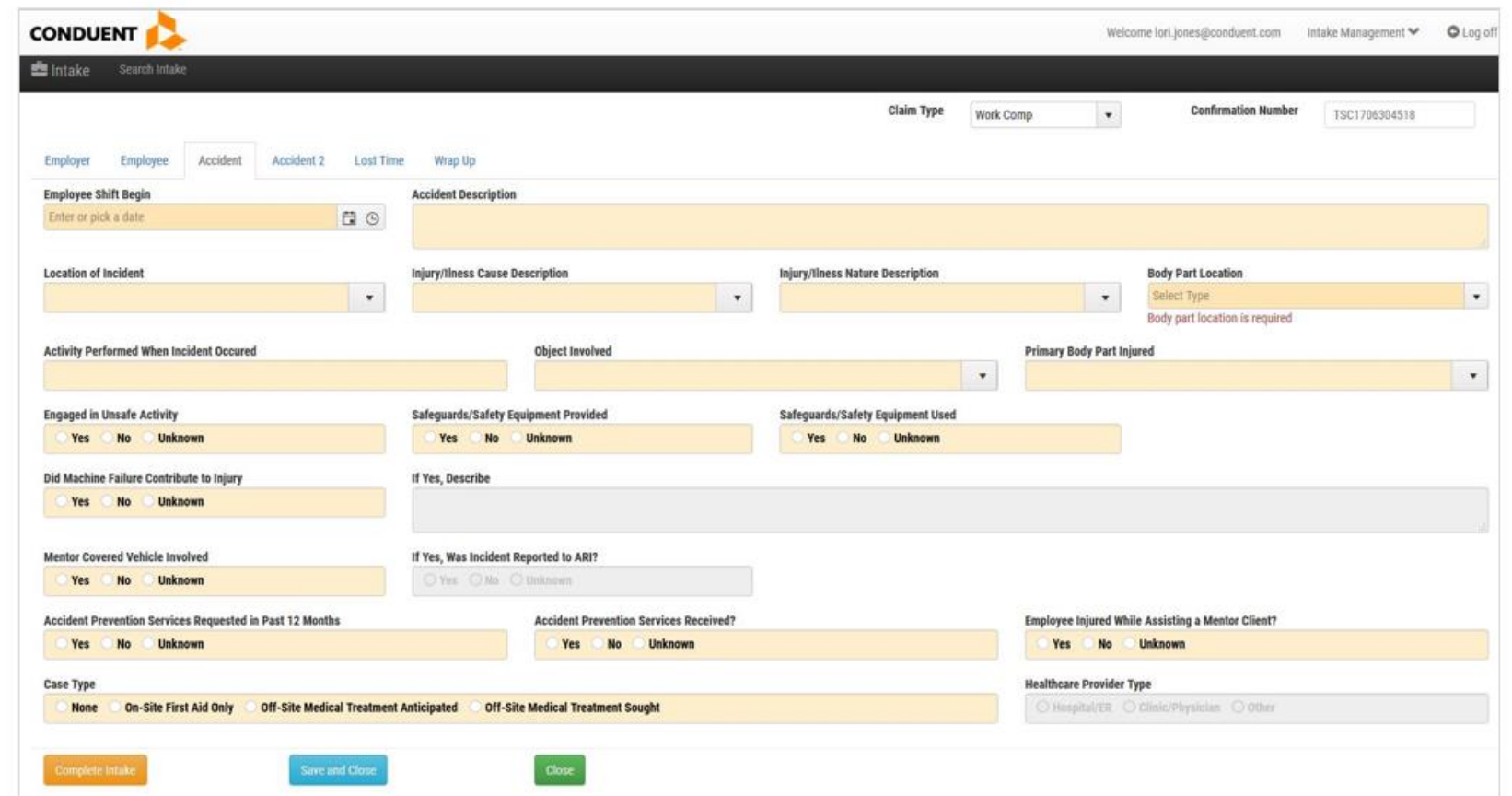
Use your historical data to discover trends and better understand what the possible outcomes will be.

Applications for risk modeling

- Strategic
- Operational
- Compliance
- Geopolitical threats

Predictive modeling in claims

- Injury and accident data
- Timelines of claims
- Drug utilization
- Information on claims that go to litigation



The screenshot displays the Conduent Intake Management web application. The header includes the Conduent logo, a user welcome message 'Welcome lori.jones@conduent.com', and navigation links for 'Intake Management' and 'Log off'. The main form is titled 'Intake' and 'Search Intake'. It features a 'Claim Type' dropdown set to 'Work Comp' and a 'Confirmation Number' field with the value 'TSC1706304518'. The form is divided into several sections with tabs for 'Employer', 'Employee', 'Accident', 'Accident 2', 'Lost Time', and 'Wrap Up'. The 'Accident' tab is active. The form contains various input fields and dropdown menus for details such as 'Employee Shift Begin', 'Accident Description', 'Location of Incident', 'Injury/Illness Cause Description', 'Injury/Illness Nature Description', 'Body Part Location', 'Activity Performed When Incident Occurred', 'Object Involved', 'Primary Body Part Injured', 'Engaged in Unsafe Activity', 'Safeguards/Safety Equipment Provided', 'Safeguards/Safety Equipment Used', 'Did Machine Failure Contribute to Injury', 'If Yes, Describe', 'Mentor Covered Vehicle Involved', 'If Yes, Was Incident Reported to ARI?', 'Accident Prevention Services Requested in Past 12 Months', 'Accident Prevention Services Received?', 'Employee Injured While Assisting a Mentor Client?', 'Case Type', and 'Healthcare Provider Type'. At the bottom, there are three buttons: 'Complete Intake', 'Save and Close', and 'Close'.

Putting the pieces together

Connect

Ingest | Prepare | Analyze

Deploy



Communication data sources

- Recorded statements
- Email, voice, messaging and chat
- Video, audio, images



Document data sources

- Document repository/archive
- Reports, Bills, Invoices
- Forms and applications
- Contracts and filings



Structured data sources

- Claim transactions
- Open data sources
- Commercial data services
- Regulatory data



AI infrastructure

- BI and analytics
- AI and ML - develop and deploy
- Hybrid cloud storage
- Data lake and integration



User experience and augmentation

- Application UI/UX
- Dashboards alerts and reports
- Process automation and system enrichment

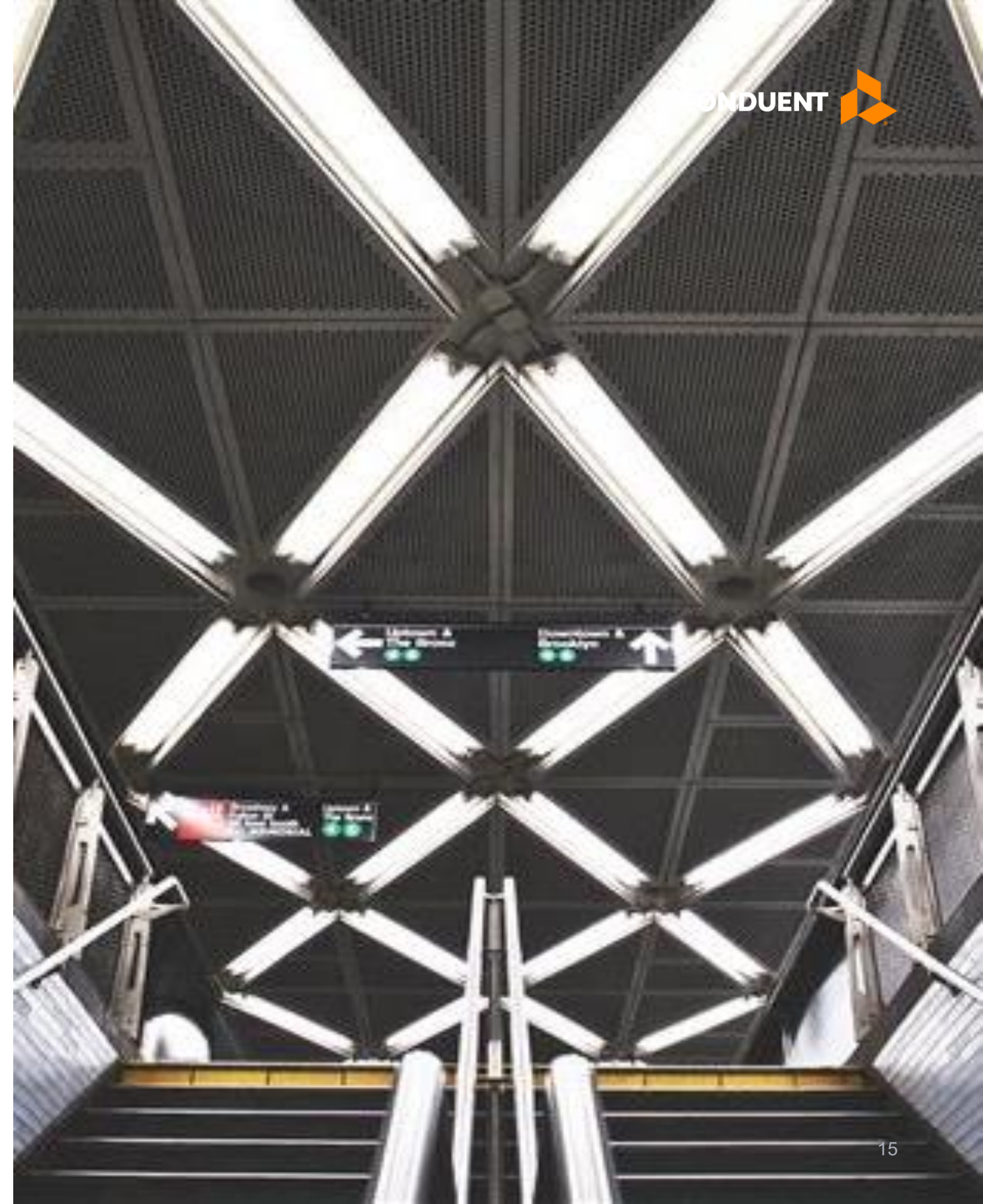


Risk transformation

- Decision support
- Process optimization
- Analytics and insights
- AI-driven automation

Oh, the places you can go

- Extracting value from previously unexplored data
- Predictive analytics
- Pattern recognition
- Trending information
- Regressions vs machine learning
- Talent and technology tools needed



Emerging technologies in data privacy and security

- Data privacy vs. data security
- Cloud service architectures
- Differential privacy
- Federated learning
- Homomorphic encryption



Driving compliance insights and KPI's

- Engage with all stakeholders
- Risk plan and targets
- Five A's of your risk analytics plan
 - Awareness
 - Alert
 - Action
 - Accountability
 - Analyze



Where does the info come from, who controls it, and what tools do you have to analyze it?

Potential challenges

- Ownership of the data
- Access to the data
- Consolidation of the data
- Best tools to analyze the data
- Data security
- Secondary data sources



Incident video content management

Large retail chain in the U.S.



2,000+

2,000+ evidence videos
processed per day

The challenge

- This large retailer needed an efficient process to store and swiftly access video surveillance and data related to workers compensation claims.
- Attempts to do this internally proved costly and time intensive — often taking over two weeks to complete.
- The retailer was plagued by numerous instances of insufficient evidence received from stores, inhibiting the ability to make correct determinations on claims.

The solution

- We developed a custom workflow for stores to submit incident-related videos, photos, witness statements and other supporting documents to Conduent for digital processing.
- Robotic loading stations, running DVD ripping software, convert and compress the video files and store them with the related claim information in an online repository, enabling the client to access and share files securely and easily.

The results

- What once took the client two weeks or more to handle internally, Conduent teams and technology complete within 48 hours — with fewer people.
- In the first two years we processed 600-700 disks per day for the retailer. Intake has more than tripled since then. Today, we process 2,000+ disks/day and provide 2-3 terabytes of storage per week.
- Our client has seen a significant reduction in aged claims as well as penalties and interest for late payment of workers comp benefits.

Workplace nurse triage for Fortune 50 client

Gap Analysis

- Two years of claims and call data captured from client-customized data fields and nurse narratives
- Comparative analysis of like injuries for 20,000 claims outcomes and financial costs
- ER visit, office visit, urgent care or self-care
- Nurse triage of the injury vs. no nurse triage



- Analysis revealed a high number of ladder injuries occurred when climbing down the ladder and missing the last step
- Eye-level labels were applied on all ladders to remind workers to watch for the last step.
- After the new protocol, slip-and-fall accidents were reduced 60%.

Going to war against opioids

A non-profit client was seeing huge increase pharmacy costs, driven largely by over-prescribing of opioids and controlled pharmaceuticals.

The challenge

- Non-profit organization was seeing large year over year spike in pharmacy costs.



The solution

- Data analysis of pharmacy claims and patient drug treatment plans per evidence-based prescribing guidelines revealed over-prescribing of opioids and controlled pharmaceuticals
- Conduent implemented early intervention nurse case management and aggressive clinical peer review

The results

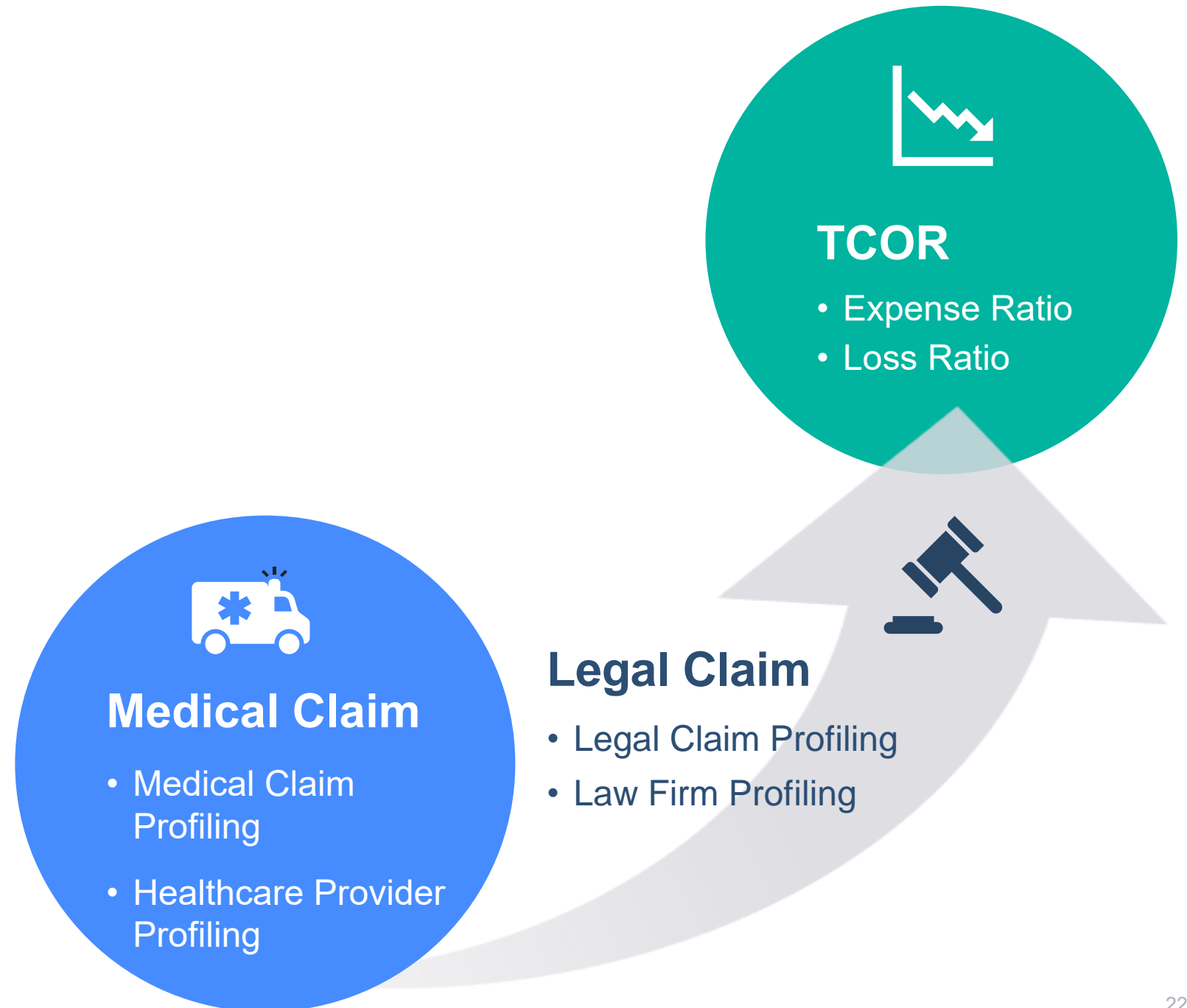
- Opioid script counts reduced 32%, total scripts lessened 31%
- Opioid utilization rate dropped 2.6 points from 5-year average



Legal risk as a TCOR component

Legal Exposure

- Key account instructions
- Claimant sentiment
- Defense & plaintiff counsel profiling
- Legal claim profiling
- Legal spend management
- Expense and loss ratios



Creating an analytics action plan

Align priorities with desired outcomes

- What is the scope of the business
- What are the sources of information
- What information is tracked and managed today
- Who are the key stakeholders for information
- What are the TCOR goals



Contact Us



Colleen Seal	Healthcare and Workers Compensation	Colleen.Seal@Conduent.com
Sanjay Manocha	Legal, Compliance and Analytics	Sanjay.Manocha@Conduent.com
JJ Schmidt	Managed Care and Claims	JJ.Schmidt@Conduent.com

Upcoming Webinars and Events

Future Topics

- Impact of Early Intervention on Claim Outcomes with Nurse Triage
- How Utilization Review Can Strategically Improve Claim Outcomes and Results
- Provider Profiling and Scoring – What Your Data Can Tell You
- Using Predictive Analytics to Determine Where Case Management Can Make the Greatest Impact

Go to Conduent.com/events for a complete listing of all upcoming webinars and conferences.

Recommended reading

Books

Big Data at Work by Thomas H. Davenport

Keeping Up with the Quants by Thomas H. Davenport and Jinho Kim

Data Science for Business: What You Need to Know by Foster Provost and Tom Fawcett

Articles

Big Data for Skeptics by Adi Ignatius – Harvard Business Review

A Predictive Analytics Primer by Thomas H. Davenport – Harvard Business Review

Big Data in Healthcare by David W. Bates, et al. – Health Affairs

A Decision Support Tool for Predicting Patients at Risk of Readmission by Eren Demir – Decision Sciences

