Conduent Services & Solutions

Commercial Healthcare

Customer Experience Management

Business Operations Solutions

Government

HR Services

Transportation
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
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

Source: Imperial College Covid-19 Response Team, March 16th 2020
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
Putting the pieces together

**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

**Connect**

**Ingest | Prepare | Analyze**

**Deploy**

April 30, 2020
Conduent Confidential
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

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.

Large retail chain in the U.S.

2,000+

2,000+ evidence videos processed per day
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

Medical Claim

- Medical Claim Profiling
- Healthcare Provider Profiling

Legal Claim

- Legal Claim Profiling
- Law Firm Profiling

TCOR

- Expense Ratio
- Loss Ratio
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

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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](http://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