

Care Integration Services – Special Enrollment Period (SEP)

Automation of Eligibility Verification



Benefits

- Resolve Delays – Data and decision can be automated often with an instant decision.
- Scalability – Scalable solution based on a mix of automation and streamlined case resolution for pending requirements.
- Decision Consistency – Decisions handled consistently across all QE types with decision reasons confirmed, documented, and auditable.
- Fraud – Patterns of fraud and inappropriate application submissions can be algorithmically uncovered.

Through retrospective data gathering and data analysis, Care Integration Services (CIS) has created a preliminary set of decision rules and algorithms which drive eligibility workflow and decision automation orchestrated by MedGINE.

New members applying during SEP must have a **Qualifying Event (QE)** to get coverage or adverse selection will cause excessive losses and a nonsustainable risk pool.

To guard against adverse selection and to protect the risk pool, payors are allowed to confirm the qualifying event.

Other Industry Drivers

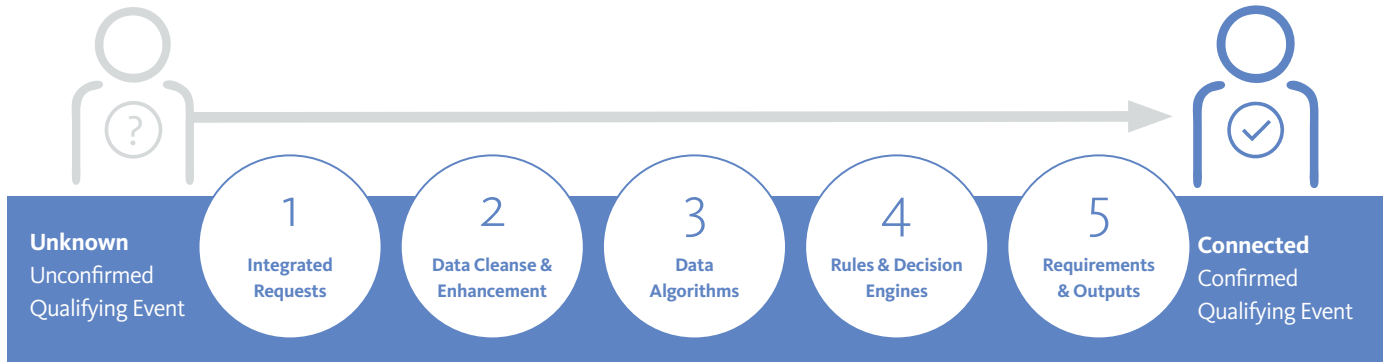
- Substantial Membership Churn
- Off/On Exchange
 - Limited checks for qualifying events
 - Volume surges during AEP
 - Satisfaction
- On Exchange Enrollment
 - Very few checks to qualify special events
 - Government doubling down on ACA enrollment

Solution Overview

- Fully automated solution
- MedGine Technology
- Sample Rules – (client customizable)
- Address Indexing Scoring
- Data Return Integrity
- Truth Index
- Configurable to client specific

Process Overview

Clinical Interaction and Identification Platform



Receive Orders:

- 834s or data file
- Dedupe logic
- Household logic

Source Data:

- Addresses, phones, emails
- Demographic and behavior variables
- Identity, address, fraud indicators
- Prior coverage data
- Blue Shield of CA tables

Apply Algorithms:

- New mover score
- Prior coverage score
- Marital score

Rules Engine:

- Fraud rules
- Marriage rules
- Prior coverage rules
- New mover rules
- Combination rules

Decision Engine:

- Decision recommendation
- Decision rules display
- Auto approval
- Requirements trigger and order

Log of all rules

Track and Pend

Log of all decisions

Auto referrals

Auto requirements

