

# case study:

## Third Party Administration Services for a State Program in Ohio



**PCG** | **Public Partnerships**  
Supporting Choice. Managing Costs.™



### THE CLIENT

Ohio Department of Health (ODH)

### THE PROJECT

Third party administration and financial management services for the Ryan White HIV/AIDS Treatment Extension Act of 2009 Part B Program.

### THE OPPORTUNITY

ODH administers the Ryan White Part B Program, a statewide program serving more than 5,000 low-income persons with HIV/AIDS eligible for the Ohio HIV/AIDS Drug Assistance Program (OHDAP); the Health Insurance Premium Payment Program (HIPP); and the Medicaid Spend Down Payment Program (MSDP).

This program provides reimbursement to providers of HIV/AIDS-related services who serve eligible participants, including diagnostics and monitoring, drug therapy, dental services, nutrition services, Medicaid spend down payments, health insurance premium payments, and emergency financial assistance.

In March, 2010, PCG Public Partnerships, LLC (PPL) was awarded a three-year contract to replace third party administrator services from another vendor. This opened up a new opportunity for PPL to perform third party administration and expand our Web Portal capabilities based on unique client needs.

### THE PPL APPROACH

Upon award of the contract, PPL

- Confirmed business requirements and developed program rules;
- Customized information technology systems, including PPL's Web Portal, to meet program requirements;
- Developed a cost center budgeting tool to support ODH in allocation and reallocation of HIV/AIDS funds across service categories and regions of the state;
- Configured claims processing systems to pay service providers based on UCR (Usual, Customary, and Reasonable) rates, CPT (Customary Procedure Terminology) codes, and ADA (American Dental Association) codes;
- Created flexible service rules allowing ODH the ability to close or expand service categories, helping the state to prioritize services to manage budget constraints;
- Established automated tools to interface with the state Case Management Information System (CMIS), including electronic data transfer file protocols to exchange authorization and payment data;
- Implemented security and privacy safeguards to ensure integrity of protected health information; and,
- Established statewide customer service capabilities with qualified representatives to respond to provider inquiries.

### THE RESULT

- Successful processing and payment of over \$5 million in Ryan White HIV/AIDS funds to over 5,000 eligible individuals annually;
- Improved ability of ODH to manage and monitor statewide expenditures; and
- Increased frequency of provider payment for priority and emergency services, decreasing potential opportunities for gaps in delivery of essential health-related goods and services.