

Ohio Department of Medicaid Unwinding Support and Eligibility Data Hub Solutions



Case Study

The Client

Ohio Department of Medicaid (ODM)

The Project

Health and Human Services (HHS) Eligibility Data Hub Solutions

The Opportunity

Growing member enrollment in public assistance programs—combined with workforces decreasing in size organically—require state HHS agencies to prioritize eligibility and enrollment automation whenever possible.

As a result of the COVID-19 pandemic, Ohio was faced with a nearly 30 percent increase in Medicaid enrollment, combined with eligibility staffing shortages, and 12 months to redetermine the eligibility of three million members when they turned to Public Consulting Group's (PCG) HHS Eligibility Data Hub.

The Solution

The quickest way to automate activities is to use third-party data to verify attestations, inform more timely and accurate eligibility determinations, and support enhanced automated renewal processes. Specifically, HHS agencies need to:

- Validate application information for accuracy
- Inform interview questions and applicant follow-up activities
- Identify inconsistent information representing errors or inaccuracies
- Automate application and redetermination activities, including renewals
- Improve one-touch eligibility determination rates

Procuring, contracting, implementing, and maintaining dozens of interfaces—that connect one or more agency systems to third-party data in various locations—takes months or years. The existing process:

- Overburdens already stressed procurement and information technology (IT) resources
- Requires a large-scale, resource-intensive implementation effort
- Needs to be duplicated every time a state introduces a new data source and/or new system requiring data
- Fails to consolidate/organize disparate data-source results into actionable intelligence that is needed to inform accurate interviews and eligibility determinations

PCG worked with Ohio to eliminate the need to separately procure, implement, maintain, and operate interfaces from dozens of third parties. Our team connected the state system to a stand-alone eligibility data hub through a single PCG interface. We worked with ODM to:

- **Define which data sources they want to query and when**, based on program criteria, eligibility determination scenarios, and/or end-use applications
- **Select automated policy-based analytics** and configurable business rules for each set of results data
- **Determine which state systems should be connected** to the stand-alone data hub
 - Integrated eligibility system; provider enrollment system; Medicaid Management Information System (MMIS); etc.
 - End-use applications (e.g., member eligibility determinations; automated renewals; patient indexing; tokenized identity verification; provider eligibility verification; provider recertifications; etc.)

- **Utilized the preferred connection method**—including application programming interface (API), batch, on-screen hypertext markup language (HTML) reporting, or PCG's stand-alone application
- **Optimized output content and format**—organizing all of the results data and analytics into a single, organized output that can be used to facilitate automated or one-touch eligibility determinations

Each interface was securely maintained within our virtual, private cloud on Amazon Web Services (AWS). Compliant with:

- The Federal Risk and Authorization Management Program (FedRamp)
- Minimum Acceptable Risk Standards for Exchanges (MARS-E)
- The National Institute of Standards and Technology (NIST) 800-53 cybersecurity standard

The Result

Through PCG's support and Eligibility Hub, Ohio now has:

- Functionality to automate more than 50 percent of eligibility redeterminations
- Capability to decrease eligibility determination error rates by 50 percent
- Output to double one-touch eligibility determination rates
- Ability to facilitate the more efficient and less burdensome enrollment of truly eligible clients
- Connection to dozens of data sources in the time it takes to implement a single source
- Capacity to redirect the single interface to other agency and state systems at any time

To learn more about PCG's HHS Eligibility Data Hub solutions and other offerings, contact us today!



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