Integrating Third Party Liability (TPL) Across Medicaid Operations and Enterprise Systems in Massachusetts

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BACKGROUND
UMass Medical School partners with MassHealth, the Massachusetts Medicaid program, to integrate TPL activities across all aspects of the Medicaid program.

By embedding TPL at all stages of Medicaid operations and interfacing with all Medicaid systems, Massachusetts has optimized identification and access to TPL sources for all Medicaid members, at all points within the Medicaid experience.

BENEFITS OF AN INTEGRATED TPL STRATEGY
• Member benefits and state savings are increased at all stages of the Medicaid operation:
  – Front-end eligibility reviews
  – Service delivery
  – Claims processing and coordination
  – Back-end recovery
  – Program integrity
• Embedding and streamlining TPL processes throughout Medicaid operations and systems promotes enhanced efficiencies, increased TPL access, and identification of new TPL opportunities.

Medicare Eligibility Enhancement
Identifies "missed" Medicare entitlement opportunities and collaborates with Medicaid members, SSA, and CMS to obtain Medicare coverage for members and establish Medicare as the primary payer.

Medicare Home Health Appeals
Analyzes Medicaid-paid home health services potentially eligible for Medicare coverage and coordinates appeal activities to secure Medicare payment for providers and recover Medicaid expenditures.

Enhanced Coordination of Benefits
Identifies access to and secures commercial insurance coverage through premium assistance for Medicaid members with medically complex, high-cost services to coordinate and expand benefits and realize Medicaid cost savings.

Medicare Premium Payment Review
Helps ensure accuracy of state Medicare premium payments by identifying and pursuing correction of overpayments with SSA and CMS.

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TPL Integration Opportunities – Highlighted Initiatives

ELIGIBILITY COORDINATION
Ensure TPL coverage is identified and secured through data matching, analysis, enrollment, and purchasing

COVERAGE COORDINATION
Ensure TPL resource provides all appropriate coverage and benefits

PAYMENT COORDINATION
Ensure Medicaid is paying at its lowest liability after all TPL resources have been exhausted

RECOVERY COORDINATION
Ensure Medicaid payments are recovered from TPL resource if cost cannot be avoided up-front

SAMPLE RESULTS
Medicare Eligibility Enhancement
✓ 1,400 members, ages 65 and older, newly enrolled in Medicare in last two years
✓ Medicare entitlement corrected for 1,500 members, under 65 with disabilities, since project inception
✓ Over $40M in cost avoidance achieved in last two years through identification of "missed" Medicare benefits

Medicare Home Health Appeals
✓ More than $9M in payments misdirected by providers to Medicaid successfully appealed and awarded coverage by Medicare over the past five years

Enhanced Coordination of Benefits
✓ Over $54M in cost avoidance achieved through SFY2017
✓ Conducted 637 TPL access investigations in SFY2017 for high-cost Medicaid recipients with 307 Medicaid members resulting in coordination of benefits and savings

Medicare Premium Payment Review
✓ Since 2008, recovered more than $28M for Massachusetts in Medicare premium overpayments
✓ Based on UMass findings, SSA and CMS implemented two nationwide corrections to Medicare premium eligibility and billing systems

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