Bringing Data into Focus to Optimize Benefits and Savings for Medicare-Medicaid Members

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**FOCUS ON DUAL ELIGIBLES – A Key Medicaid Population**

Dual Eligible recipients represent a critical population for State Medicaid programs
- CMS reports that Dual Eligibles accounted for only 15% of Medicaid enrollments, but 33% of Medicaid spending, in 2012
- Medicare: a valuable resource for both States and Medicaid members
  - Largest single source of Third Party Liability savings for states
  - Source of expanded benefits and coverage for Medicaid members

**THE MASSACHUSETTS APPROACH**

MassHealth, the Massachusetts Medicaid Program and the University of Massachusetts Medical School partnered to design and deploy Dual Eligible data analytics projects.

**Goals:**
- Create actionable data points to improve access to Medicare
- Optimize delivery and coordination of benefits to Dual Eligible members
- Help ensure Medicaid members receive all benefits to which they are entitled
- Protect Medicaid as the Payer of Last Resort

**Activities:**
- Identify, research, and resolve data discrepancies between state and federal data sources to facilitate successful:
  - Medicare enrollment
  - Payment of Medicare premiums
  - Accurate crossover claims pricing and processing
  - Medicare recoveries
- Continuously validate Medicare data on Medicaid systems to ensure information is up-to-date
- Classify members aged 65 and over who qualify for Medicare, but have never completed the enrollment process, into potential Medicare eligibility groups and prioritize populations for enrollment support activities
- Provide outreach, education, and direct customer service to assist members through the enrollment process with SSA
- Evaluate members under the age of 65 with disabilities who appear to have been missed or mistakenly denied for Social Security Disability and Medicare based on disability and work history data
- Collaborate with SSA to provide documentation of member eligibility and achieve benefit reviews and corrections to appropriately grant SSDI and/or Medicare benefits

**RESULTS IN FOCUS – Massachusetts Dual Eligible Benefits and Savings**

- Achieved over $68M in new savings over last three years by optimizing benefits for Dual Eligible members
- Supported more than 3,400 Medicaid members, aged 65 and older, to successfully enroll in Medicare, who have never before completed the enrollment process with SSA, resulting in over $31M in total cost savings
- Collaborated with the SSA Regional Office to submit Medicare applications on behalf of qualifying Medicaid members who did not respond to state requests to enroll in Medicare, successfully achieving state-initiated enrollment of members into Medicare and Medicare Buy-In benefits
- Identified and recovered > $21M in Medicare premium overpayments for Medicaid members with discrepancies in Medicare entitlement, premium rates, and premium charges

**CURRENT DUAL ELIGIBLES**

**Ensure Data Integrity**

- **DATA ANALYSIS**
  - Continuously validate Medicare data on Medicaid systems to ensure information is up-to-date
  - Identify, research, and resolve data discrepancies between state and federal data sources to facilitate successful:
  - Medicare enrollment
  - Payment of Medicare premiums
  - Accurate crossover claims pricing and processing
  - Medicare recoveries

- **ACTION**
  - Collaborate with SSA to provide documentation of member eligibility and achieve benefit reviews and corrections to appropriately grant SSDI and/or Medicare benefits
  - Continuously validate Medicare data on Medicaid systems to ensure information is up-to-date
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**UNDER-65, DISABLED MEDICAID MEMBERS**

**Correct Missed Medicare**

- **DATA ANALYSIS**
  - Evaluate members under the age of 65 with disabilities who appear to have been missed or mistakenly denied for Social Security Disability and Medicare based on disability and work history data
- **ACTION**
  - Collaborate with SSA to provide documentation of member eligibility and achieve benefit reviews and corrections to appropriately grant SSDI and/or Medicare benefits

**OVER-65 MEDICAID MEMBERS**

**Achieve full Medicare enrollment**

- **DATA ANALYSIS**
  - Classify members aged 65 and over who qualify for Medicare, but have never completed the enrollment process, into potential Medicare eligibility groups and prioritize populations for enrollment support activities
- **ACTION**
  - Provide outreach, education, and direct customer service to assist members through the enrollment process with SSA

**University of Massachusetts Medical School**

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**Presenter:** Jenifer Hartman

Medicare Eligibility Enhancement Programs

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