

Consuming analytics

Mercer Government
Ready for next. Together.

Today's state healthcare systems must meet several key challenges — delivering operational improvements, enhancing health policies and program outcomes, and administering managed care organizations.

State health agencies need to be very data-driven and capable of handling the ever-increasing volume and variety of healthcare data and understand the importance of delivering insights to drive business outcomes. Building an effective analytics strategy requires two critical things:

deep technical
knowledge



and proven experience
working with Medicaid
systems and initiatives

These healthcare challenges call for advanced analytics and a partner that has the expertise to help find solutions for these challenges.

How Mercer can help

Mercer's technical knowledge spans the breadth of big data software and hardware, including enterprise-class analytics platforms and information management. Our domain expertise encompasses a rich understanding of the Centers for Medicare & Medicaid-directed business and technical requirements, the U.S. Department of Health & Human Services-oriented data discovery, and professional consulting and support.

We work closely with states to **strengthen existing data management and analytic capabilities** as well as develop new capabilities around interoperability that will have a heavy focus on integrating data and transitioning from static to more dynamic technology systems and solutions.

Mercer Analytics and Reporting Solution Operational Analytics

Advanced analytics that focus on streamlining key business processes and help state administrators forecast service demands as well as help prioritize budget allocations.



Speakers Gowri Shetty, MS, MPH,
and Daniel Riney, MS



Gowri is a Principal in Mercer Government and is a highly experienced, results driven and versatile leader with expertise in strategic analytics, health economics and outcomes measurement. Gowri's core competency is in creating, scaling and executing multidisciplinary strategies geared towards performance improvement and cost containment and has deep expertise in the development, implementation and evaluation of population health solutions for public and commercial sectors.

Daniel came to Mercer Government with seven years of Medicaid program experience. Most recently, he worked for Community Health Network of Connecticut (CHNCT) where he provided analytical support to clinical stakeholders throughout the organization. Daniel focuses on practical uses of data visualization to explore, analyze, and present quantitative healthcare information. His specialty areas are in data modelling, creating decision support tools for clinical stakeholders, and applying concepts of health informatics into areas of population health.



Managed care organization (MCO) performance monitoring and oversight: Sophisticated analytics to assess compliance with managed care regulations; validate measures reported by the MCOs; track performance improvement projects and encounter data; and evaluate performance measures



Program integrity: We bring a new dimension of structured and unstructured data that will enable the state in uncovering patterns of abuse, inaccurate payments and previously unidentified waste



Clinical and program outcomes and health policy: Within this robust analytics environment, the state can drive more positive clinical outcomes, including but limited to priority population analytics, episodes of care, pharmacy analytics, high cost claimant/super utilizer predictive analytics and healthcare utilizations trend and quality measures such as preventable admissions, re-admissions etc.

Built on industry-leading technologies and designed to deliver rapid responsive solutions to the state agency, our solution is designed to provide invaluable experience to our clients. By developing processes that take clients from data collection to fully dynamic visualizations, Mercer ensures that clients can interact with and effectively understand their data, enabling them to turn actionable outcomes into solutions for today's complicated healthcare market.

With Medicaid experience since 1985, Mercer has established the technical infrastructure, software tools, programs, and analytical expertise that allow us to receive, store, manipulate, and analyze millions of records, including detailed claims, encounters, eligibility, enrollment, demographics, provider, level of care assessment, and other types of data.

Data sources: Mercer has the capability to receive and gather data from a variety of sources. These sources include but are not limited to survey and administrative data, demographic data, encounter data, MCO CAPS data, QCMMR data, clinical quality data, network data, spatial data for geo-mapping purposes, data that could drive value based purchasing and quality data. Mercer also has the ability to bring in other data sources like social determinants of health data that can help enhance the analyses.

Data management: Once Mercer receives the data, we have robust data management processes that enables us to ingest the data, transform the data, and integrate multiple datasets needed for analyses. To effectively and securely use data, Mercer has made substantial investments in commercially recognizable and globally supported technology and tools to provide for the intake, validation, storage, analysis, and reporting of large claims and encounter data sets. Our platform was built and designed to expand and easily scale to meet the needs of our clients.

Analytics: Mercer's team uses a variety of analytics as part of our data analytics process to ensure that the final deliverables are as valuable as possible. As soon as

the necessary data validation is completed, Mercer will compile all the findings and complete the documentation, which takes findings of the entire review process and translates them into compliance determinations for each regulatory provision.

Public and internal reporting: Mercer prides itself in its ability to convert complex analyses into the highest quality comprehensive reports within relatively short turnaround times. Mercer's new data visualization suite for reporting will be used to develop both internal and external reports. Although data visualization generally refers to any graphical display of information, Mercer's focus is primarily on delivering an interactive and dynamic experience to all clients.

Enhanced client experience: Mercer's analytics and reporting solution is designed to provide the most valuable experience to our clients. By developing processes that take clients from data collection to fully dynamic visualizations, Mercer ensures that clients can interact with and effectively understand their data, making them able to turn actionable outcomes into solutions for today's complicated health care market.

For more information

Visit our website at www.mercer-government.mercer.com to view our experience, services, and client feedback.

