



# Analytical Intelligence



**INDUSTRY** : Healthcare

**REGION** : North America

**Kaiser Permanente** holds a regal position as one of the largest and longest- serving national integrated health care systems in the US. Kaiser Permanente has 8.9 million health plan members, 167,300 employees, 14,600 physicians, medical centers, and 611 medical offices. In 2012 KP reported \$1.6 billion in net income on \$47.9 billion in operating revenue. The company operates nationwide, though its business operations are largely concentrated on the West Coast.

## KEY BENEFITS

- ✓ Real-time continuous monitoring.
- ✓ Fast, server scheduled repeatable reporting & analytics.
- ✓ Systematic alerts.
- ✓ Timely insight into critical business processes & issues.
- ✓ Compliant w/ payment incident performance guarantees, saving \$1M annually.

## PROBLEM STATEMENT

Due to the disparate IT infrastructure supporting claims payment processing. It takes Kaiser two weeks after the month end cut-off to gather and analyze data, and report payment incident accuracy. Furthermore, what is being produced is limiting and does not facilitate cross-sectional analysis to expose process improvement opportunities.

It takes Kaiser two weeks after the month end cut-off to gather the data, analyze, measure and report payment incident accuracy, thus creating a very manually intensive process which precludes management from reacting to payment issues as they occur.

## SOLUTION

Developed a Unified Data Model merging existing legacy systems to aggregate, harmonize and structure data. Implemented an automated continuous monitoring solution that produced and reported various analytics to assist Operations in identifying payment errors as they occurred. Due to the rich cross-sectional meta-data results, process improvement teams were equipped to drive remediation to mitigate the risk of future occurrences and improve performance.

## RESULT

Increased claims payment accuracy from 94% to 98.5%, resulting in cost avoidance of \$1M annually.

The advanced cross-sectional analytics also exposed additional cost containment opportunities.

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