

CASE STUDY

Scalable, Intuitive Analytics Streamlines Employer Group Reporting

Nation's largest customer-owned health plan replaces legacy system in just eight months

Summary

After eight years with an out-of-the-box legacy solution, the nation's largest customer-owned health insurance company needed a change. With 15 million members, the health plan needed a data analytics solution that would support a large volume of analysis in one environment. After just eight months of transition, the health plan went live with an intuitive, streamlined solution that offers financial, clinical, and utilization analytics to their many brokers, consultants, and internal stakeholders.

Goals

- Implement a stable, scalable analytics solution for 15 million members
- Ensure ease of use and intuitive analysis for more than 4,000 users
- Analyze the entire book of business and clinical and utilization data with benchmarks
- Increase data release and report generation speeds

Results

- 25,000+ presentation and 6,000+ scheduled reports are generated every month
- Reports with 1.5 trillion data points are generated in less than three days
- Monthly full data refresh was reduced from 48 to 13 hours
- More than 30,000 reports are generated in just two days

Background

The nation's largest customer-owned health plan is dedicated to expanding access to high-quality, cost-effective healthcare. With 22,000 employees, the health plan equips more than 15 million members across five states with the information and tools they need to make the best healthcare decisions for themselves and their families. As the healthcare industry increasingly focuses on improving utilization and costs, the health plan needed an analytics solution that would enable intuitive, high-volume reporting on a single, scalable platform.

Challenge

For large health plans with millions of members, a stable, scalable analytics solution is essential. Previously, the nation's largest customer-owned health plan relied on an out-of-the-box solution with a legacy vendor. Over the years, as their requirements and member community grew, the solution was no longer serving their needs or the needs of important stakeholders like brokers, consultants, marketing, underwriting, and others. The health plan needed recurring reports, more robust presentation reports, analysis on their entire book of business, reports on more complex criteria, earlier data release, and more.

In addition, their previous analytics solution was "built like a house of cards." To get the capabilities the health plan needed, they built on top of an out-of-the-box solution with hardware and software that was unable to withstand the increased volume of reporting.

"We took an out-of-the-box solution and started layering in all of the customization on top of it," said the health plan's director of client reporting. "It was like rubber bands and paper clips. We were afraid it was going to topple."

The health plan required a new solution that was scalable enough to accommodate their many members in one environment. Previously, they had six separate logins to access analytics, and the systems looked different and could not accommodate individual or retail business data. Given that the legacy solution also could not pull 11 million members into one environment, the health plan knew that their projected growth to 15 million members would be nearly impossible to accommodate.

"The risk of failure was high, and we were getting very concerned," said the director of client reporting.

The Solution

After an RFP process with four vendors and a three-month pilot, the health plan chose MedeAnalytics to deliver Employer Reporting, a comprehensive analytics solution built on a stable, scalable platform. With the prospect of moving 4,000 users to the new solution, the health plan had to be certain they were making the right decision and that the pain of the transition would be worth the disruption. The RFP assessment team determined that MedeAnalytics provided the solution and expert implementation team that would make their requirements a reality.

Analytics Beyond Employer Reporting

With the solution in place since September 2015, the health plan views it as so much more than employer reporting. The solution offers one place for stakeholders to access data on not just enrollment or financials, but also utilization and benchmarks that offer greater context and insight into healthcare usage and costs.

The analytics solution also offers analysis of clinical data, a capability that simply was not available from their previous vendor. The health plan can now analyze behavioral health, disease management, and other clinical data to ensure members receive the cost-efficient, quality care they need.

"We took an out-of-the-box solution and started layering in all of the customization on top of it. It was like rubber bands and paper clips. We were afraid it was going to topple."

Director of Client Reporting

MedeAnalytics held the solution that was scalable enough to accommodate the health plan's many members in one environment.

The solution offers one place for stakeholders to access data on not just enrollment or financials, but also utilization and benchmarks that offer greater context and insight into healthcare usage and costs.

The Employer Reporting solution from MedeAnalytics also enabled the health plan to report on their entire book of business from one environment. This capability was lacking previously. This new report enables users to slice the business by size, market segment, accounts, and more.

“We can easily access and report on our book of business from one environment. That is huge,” said the director of client reporting.

The analytics solution also offers analysis of clinical data, a capability that simply was not available from their previous vendor. The health plan can now analyze behavioral health, disease management, and other clinical data to ensure members receive the cost-efficient, quality care they need.

Another important objective of the solution was delivering data releases earlier every month. Previously, the health plan fielded complaints when data was not available until the 15th or 16th of every month. Now, the health plan has performance guarantees that ensure data is released on the 12th of every month.

Several new features were also developed. These included branded and customizable login and landing pages, training and communication plans, smart search for report templates, industry-specific customizable benchmarks, and interactive report templates to accommodate a high volume of custom reports.

MedeAnalytics built a mass production system to efficiently generate 25,000 presentation reports and more than 6,000 scheduled reports every month. The health plan keeps a three-month archive of reports. While they kept 12 months of reports on hand with their previous vendor, the MedeAnalytics solution can generate historical reports for any time on the fly, so users do not need to refer to old reports.

Finally, the health plan required greater reliability and scalability. With even more members accommodated, the Employer Reporting solution offers better performance, greater peace of mind, and significantly reduced risk of failure.

Speaking of the scalability of the solution, the director of client reporting said, “We’ve loaded more members into this solution than we were ever able to put into our legacy system. We have developed very robust presentation reports. And we’re integrating new data sources that we couldn’t even consider with our legacy system.”

Fast, Expert Implementation with a Consultative Touch

Given the complexity of the health plan’s requirements, project leaders were skeptical that MedeAnalytics could accomplish in eight months what their previous vendor could not in eight years. Crucial to the implementation effort was a solid, scalable platform that served as a foundation for the project.

Also important was the partnership approach the two companies took to deliver the solution. “We formed a real partnership with MedeAnalytics,” said the director of client reporting. “We didn’t just get a vendor relationship. Our success really is all about the partnership.”

“We can easily access and report on our book of business from one environment. That is huge.”

Director of Client Reporting

Monthly Reports Generated

25,000

Presentation Reports

6,000+

Scheduled Reports

“We’re integrating new data sources that we couldn’t even consider with our legacy system.”

Director of Client Reporting

After MedeAnalytics performed well with its pilot, implementation began. Key to the success of the deployment and its short timeline were frequent communication and collaboration and a dedicated and knowledgeable team from the health plan. They appreciated the comprehensive documentation MedeAnalytics provided, especially since their previous vendor documented very little.

“Requirement documentation and our site build documents are extremely important to this whole process,” she said. “I can’t say enough about what MedeAnalytics has put together for the site build. It’s one of the most impressive documents I’ve ever seen.”

To facilitate the transition, the health plan and MedeAnalytics implementation team engaged users early in the process, offered training webinars, and ensured frequent communication before and after the solution went live.

The Results

Ultimately, MedeAnalytics helped the health plan accomplish their objectives while providing users with greater access to data analysis in an efficient, intuitive way. Previously, a small scope of reports took ten days to generate. Today, a much larger scope of reports with 1.5 trillion data points is generated in less than three days.

Several other metrics indicate the success of the initiative:

- Monthly full data refresh was reduced from 48 hours to 13 hours
- More than 30,000 reports are generated in two days, compared to 9,000 reports in ten days
- Standard analysis is completed in seconds instead of minutes

Brokers and other stakeholders appreciate the solution. One said, “I think this application is great. I love the search feature and all of the pre-built report templates. I find it to be very intuitive and easy to use.”

Another said, “My favorite part is the fact that I can set up a report and save it to update and export every month. It keeps me from having to spend time pulling reports. Ninety-five percent of what I need is delivered right to my inbox.”

In the end, the solution enabled the health plan to offer its users greater analytics capabilities than it thought possible. The legacy solution that was built like a house of cards was no longer needed, and the health plan gained great peace of mind from a stable, scalable analytics solution that will meet the needs of their important stakeholders for many years to come.

For more information about MedeAnalytics Employer Reporting, visit www.medeanalytics.com/solutions/employer-reporting.

Reports Generated in Two Days

30,000+

Compared to

9,000

Reports in ten days

“My favorite part is the fact that I can set up a report and then save it to update and export every month. Ninety-five percent of what I need is delivered right to my inbox.”

Broker

PAYER SOLUTIONS

Value Based Performance:

- Population Health
- Quality Management

Payer Operations:

- Healthcare Economics
- Employer Reporting
- Provider Analytics

Enterprise Performance Management

- Action Planning
- Progress Tracking