



**“MAXIMIZING REVENUE
AND PROGRAM FUND UTILIZATION”**

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The Management Challenge

A key challenge is to maximize the utilization of funds while tracking program goals, fund application, and individual client outcomes. Program and fund managers need to:

- Ensure that the administrative and overhead cost burden for service coordination is efficient and remains at a manageable minimum.
- Ensure that participating clients and providers comply with legislated rules and regulations of each program
- Ensure that funds allocated or reimbursed by the Federal, State or local authority are spent according to service performance levels forecasted and budgeted on a by program-by-program basis
- Gather data and auditable proof for revenue maximization (cost match) purposes.

A program / agency may lose funds (essentially revenue) due to under-spending of allocated funds, or under-tracking of essential data (inability to track) required to qualify for matching funds. This is typically caused by the inefficiencies in program operation that allow fund opportunities to go undetected during a program year. The converse also happens, where funds are over-encumbered in the course of a budgeting cycle. Non-compliance by clients or providers to program rules also lead to misapplied funds - sanctions, fines and other penalties that result further decrease the resource availability and efficiency for a program.

To tackle these problems, program administrators have typically increased monitoring and data gathering requirements, which, in an already paper-burdened environment, contributes further to operational inefficiency. As a result, the opportunity to reduce administrative overheads and maximize revenue becomes a very difficult challenge.

Program managers need a way to synchronize programmatic, fiscal and management information on a more timely, responsive and less paper intensive basis. This is particularly important in the current environment of constrained finances and budgetary crises in the states.

Case Management and Provider Networks

Key sources of data for revenue maximization purposes are the case and fund management processes. A major component of case management is the "Provider Network", the contracted service providers, who are typically the point of service for Health and Human Service Programs. These services are maintained through contracts, memoranda of understanding and other forms of commitment to serve client populations in a designated geographical area.

The provider networks in publicly sponsored human service are thus the points of service for clients served and account for 75% of all funds spent and represent billions of dollars in Health and Human Services expenditures. Accounting for the funds spent has reporting implications at all levels- federal, state or local. Compliance and audit requirements typically demand documentation and demonstration of the appropriate utilization of funds earmarked for public purposes. Provider network management requires planning and forecasting, client service



planning, claims, invoice processing and fund utilization management culminating in comprehensive results reported to funding sources.

SOLUTION:

ProviderGateway - a web-based, provider network management system for the coordination, control and integration of client services, costs and funding streams in Health & Human Services.

ProviderGateway allows program managers to determine the effectiveness of cases management and provider outcomes, comparing budgeted capacity to actual utilization. It helps the day-to-day managers of operations avoid the penalties associated with non-compliance with regulatory mandates. In addition, it supports the fiscal managers need to proactively detect eligibility issues, under-spent funds, aggressive resource consumption, and to reallocate funds to more appropriate program areas.

At the same time, conversion from an inefficient paper intensive environment to a less paper intensive situation is accomplished, with significant savings accruing in the process.

Immediate impact

For small and large implementations, fund managers are able to manage service and dollar forecasts, actual fund balances, contracts and encumbrances, expenses and invoiced and approved payment amounts in real time. They have data and on-line tools to report performance information about key fiscal performance indicators in real time.

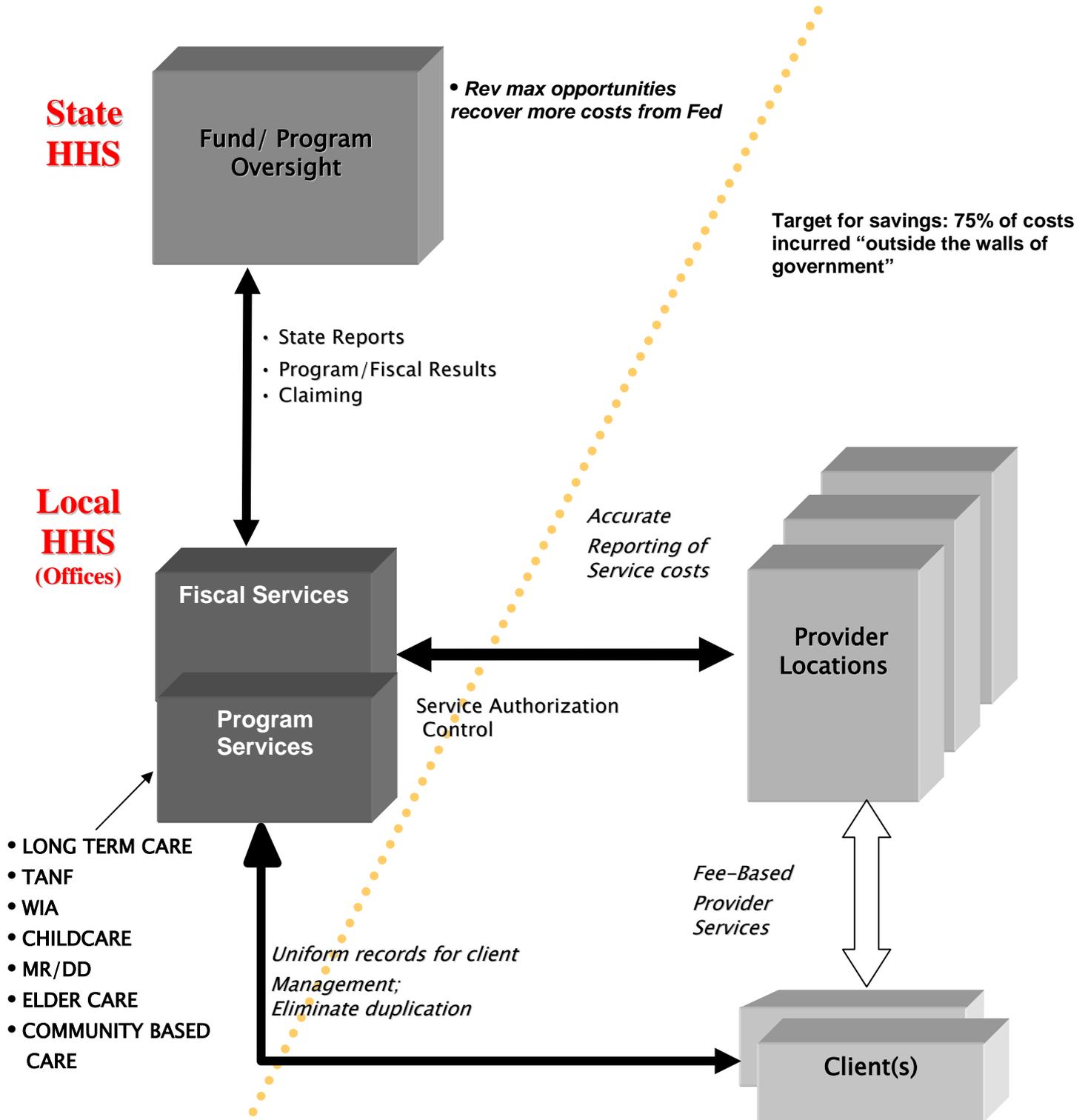
Case managers are able to track the individual client cases in the most cost-effective manner, and record program specific information. They are able to record and track eligibility and other programmatic controls and provide caseload performance reporting.

The appropriate mix of provider services that match the interests and needs of the client base can be much easier to determine and control. Providers are pleased with an interface that allows them to receive confirmed service authorizations, and also invoice (error- free), for services rendered on-line, in real time.

ProviderGateway has been configured to support multiple programs, which already include:

- Welfare to Work
- Long Term Care Subsidy Management (Nursing Homes)
- Workforce Investment Act (WIA)
- Childcare
- Prevention Retention and Contingency (PRC)
- Title XX (Elder Care)
- Mental Retardation and Developmental Disabilities.

The approach to this product is very simple: it simplifies the routine tasks involved in case management, the purchase of provider services, and enforces controls automatically – (programmatic, fiscal, and contractual) and reports data to legacy systems.





Benefits:

ProviderGateway helps an agency reduce the cost and improve efficiencies significantly. For health-related services (Medicaid reimbursable) it enables a State/County to qualify for Federal fund matches (up to 150 %) based on documentation and verifiable audit trails.

The enabling features include:

- Client case management
- On-line client referrals
- Program fund manager
- Provider directories and contract manager
- Concurrent tracking of multiple programs
- On-line referrals and service authorization
- On-line provider progress and invoicing

Technology

Three tier; Microsoft .NET Technology

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