

United Health Services

Medical management performance evaluation and audit identify cost-saving opportunities and program improvements

United Health Services (UHS), a self-insured regional health system in New York State, provides medical and pharmacy benefits to nearly 9,000 employees, dependents, and retirees. UHS strives to improve the health of the community by providing quality health care services, and to be a great place to work and practice medicine. Concern over rising trends in health care costs led UHS to identify the need for plan design changes, including finding additional economies of scale and providing quality services by consolidating its health plan with one preferred vendor.

An insightful solution

Buck worked with UHS to audit and compare the medical management performance of its two current health plans. The audits focused on utilization management, case management, disease management, and health promotion capabilities. Both vendors were asked to complete a comprehensive questionnaire to prompt specific responses regarding their medical management programs. The questionnaire covered a wide range of issues, including staffing ratios, quality improvement, data support, utilization review processes, identification and outreach for case management, and health promotion activities. Each vendor was also asked to provide access to program descriptions, policies, and procedures.

In addition, our clinical team, including registered nurses with medical management backgrounds, audited a selection of member cases to evaluate vendor performance in executing programs and providing meaningful medical management interventions. The detailed case audits were a critical component of the overall evaluation in that they demonstrated exactly what the vendor was doing to proactively identify, engage, and assist members with health care needs.

Real world results

“Knowing where opportunities for improvement exist, both in plan design and in potential cost savings, our client can work with its ongoing vendor to improve services and add value.”

The results of the case audits and comprehensive review provided the information UHS needed to select a vendor, identified existing program strengths that will serve as a foundation for UHS's health plan offering, and allowed our client to validate vendor performance, make more informed decisions, and craft its future health plan strategy. Knowing where opportunities for improvement exist, both in plan design and in potential cost savings, UHS can work with its ongoing vendor to improve services and add value.

The team continues to analyze the integrated pharmacy and medical data to further quantify the results of the program.

Let's talk

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