

Introduction to

Public Consulting Group LLC

State of Ohio

Presentation to the Joint Medicaid Oversight Committee (JMOC)

October 19, 2023



Solutions that Matter

PCG's work serving HHS Agencies

Public Consulting Group (PCG) is a national management consulting, operations, and technology firm. We deploy innovative health, human services, education, and technology solutions that help our public sector clients solve complex problems affecting the people they serve. **Solutions that improve lives. Solutions that matter.**

- Founded in 1986 with 2,000+ professionals in cities located across the U.S.
- Part of the PCG family of companies, which has a presence in Canada, the United Kingdom, Australia, and Poland
- Delivering outstanding **financial and operational results** to all 50 states' HHS agencies by improving outcomes for the communities and the people they serve
- **Employing ~100 OH-based staff** in Cincinnati, Columbus, and Cleveland serving Health, Human Services and Education agencies
- **Assisting 33 states** with the management of third-party data used to support Medicaid eligibility determination



HEADQUARTERS

Headquartered in **Boston, MA**

OFFICES

Offices across **US**, and affiliates across **CA, UK, & PL**

CONTRACTS

Contracts in **all 50 states** and internationally



PCG's work serving the State of Ohio

PCG has continually served the State of Ohio via work with the Ohio Department of Medicaid, various education service centers, and the Ohio Department of Education since 2012.

ODM: Provider Oversight:

2013 to Present

- Conducted 148,000+ incident investigations
- Processed 30,000+ provider enrollment applications
- Referred 1.2K cases to OIG for fraud investigation

Education: Technology & Consulting:

2012 to Present

- Implemented EdPlan™ Special Ed Case Management
- Provided Literacy Consulting to Ohio Resource Center
- Supporting Mid-Ohio, Columbus and Cincinnati ESCs

ODM: Third Party Data Source Checks:

2022 to Present

- Connected ODM to leading third-party data sources via a single PCG interface
- Configured our eligibility verification system to reflect ODM eligibility policy
- Used data and PCG's system to recommend eligibility – and flag potential ineligibility – for nearly 1M Ohio Medicaid members to date



PCG's Solution

PCG maintains a stand-alone HHS Eligibility Data Hub connecting more than 30 states to hundreds of data sources critical to improving the accuracy and efficiency of Medicaid eligibility decisions.



One contract. One Interface. The best data competing commercial vendors have to offer. No other agency responsibility.



PCG's Value

PCG's "Instant Eligibility Verification System & API Gateway" (IEVS) allows ODM to electronically verify members for every type of Medicaid assistance at the same time based on ODM- and client-specific eligibility policy.

Established and Proven Solution

- Developed in 2015 for one of three largest Medicaid programs in US.
- Deployed in 5 additional states and supports 30 other states.
- Features many of the country's leading commercial data sources.

Enhanced features and functionality

- Predicts eligibility for every Medicaid program at the individual level.
- Stores actual income amounts not currently captured/retained.
- Electronically verifies each client attestation, rather than just income.

Improved accuracy and productivity of workforce

- Improves the accuracy and efficiency of eligibility determinations.
- Displays data instantly to case workers who make immediate decisions.
- Results in expedited, low-touch ex parte renewals.



PCG's Progress to Date

To date, PCG has processed nearly 1M Ohio Medicaid members through our data hub, using more than 100M total data points to predict the eligibility of these members based on ODM-defined eligibility criteria.

610K
"eligible"
recommendations

- **610,000 members** deemed "eligible" avoiding potential procedural disenrollments.
- **610,000 expedited redeterminations** requiring limited staff intervention.
- **457,500 hours** saved using data and automation versus manual (assumes 45 min case review).

370K
"likely ineligible"
recommendations

- **370,000** members flagged as requiring closer scrutiny via manual review.
- **Rapid Detection of Ineligibility** via leading data and "case clues" on each member.
- **Improved Accuracy** by providing instant, consolidated access to all required eligibility data and analytics.



PCG's National Observations

PCG is providing data, consulting, and staffing services focused on unwinding to more than a dozen states across the country and we have observed common challenges faced and lessons learned in each of these states, including:

Staff Shortages	<ul style="list-style-type: none">• Dramatic increases in Medicaid enrollment during the pandemic.• Significant eligibility workforce reductions are resulting in backlogs.• Need for automated, rather than manual, processes during unwinding.	Lesson Learned: <i>Enhanced ex parte processes can alleviate workforce challenges</i>
High Procedural Disenrollment Rates	<ul style="list-style-type: none">• Otherwise eligible members are being disenrolled via ex parte flags for failing to respond to agency renewal packets.• The same members are re-enrolling as soon as they have a medical need, creating more work for Medicaid agencies without cost savings.	Lesson Learned: <i>States ultimately reenroll up to 75% of the members they disenroll for procedural reasons</i>
Incomplete and/or Aged Ex Parte Data	<ul style="list-style-type: none">• Prevalent reliance on aged or incomplete federal verification data.• Limited adoption of valuable commercial verification data for ex parte.• Limited ex parte verifications of in-state residency, incarceration status, assets, and household composition.	Lesson Learned: <i>Better ex parte data and enhanced analytics yield more accurate ex parte results</i>

