



## Keep Costs Under Control and Improve Care Efficiency with End-to-End Utilization Management Services

### Utilization Management Services by NTT DATA

#### Curb rising healthcare costs with utilization management

With healthcare spending on the rise — projected to be 19.9 percent of the gross domestic product by 2022, according to National Health Expenditure Projections — your company needs a solution to tame these costs.

Cost containment can be accomplished through utilization management — the evaluation of the medical necessity, appropriateness and efficiency of healthcare services, procedures and facilities. However, utilization management requires highly trained clinical resources, especially registered nurses with state-specific licenses and URAC accreditations, as well as proper design, effective global delivery, and tools and automation.

Utilization Management Services provide you with access to a global delivery model to address increased scale of operations and cost alternatives, along with best-of-breed tools and a certified resource base. We also provide technology enablers and an overlay tool, Business Process Management Suite, to drive greater efficiency and optimize performance through case management.

Our services include:

- Prospective reviews with prior authorization and pre-admission certification
- Concurrent reviews
- Retrospective reviews
- Focused reviews
- High-risk care coordination
- Discharge planning, post care monitoring, reviews and reporting
- Hospital stay and re-admission reviews SNIP plan assessments

#### Key benefits:

- Improved efficiency and quality of care through URAC-accredited registered nurses
- Enhanced determination of medical necessity
- Improved application of best practices
- Increased return on investment (ROI)
- Reduced readmission rates

We ensure quality healthcare services using medically necessary and appropriate treatments. We are URAC certified, use Milliman Care or InterQual guidelines, and are proficient in prospective (prior authorization), concurrent and retrospective reviews.

Our services ensure that the right patient gets the right treatment — at the right time, in the right place and at the right costs. Reimbursement is quick and easy through our suite of coordination solutions for benefits, program integrity and claims administration.

### In-depth methodology

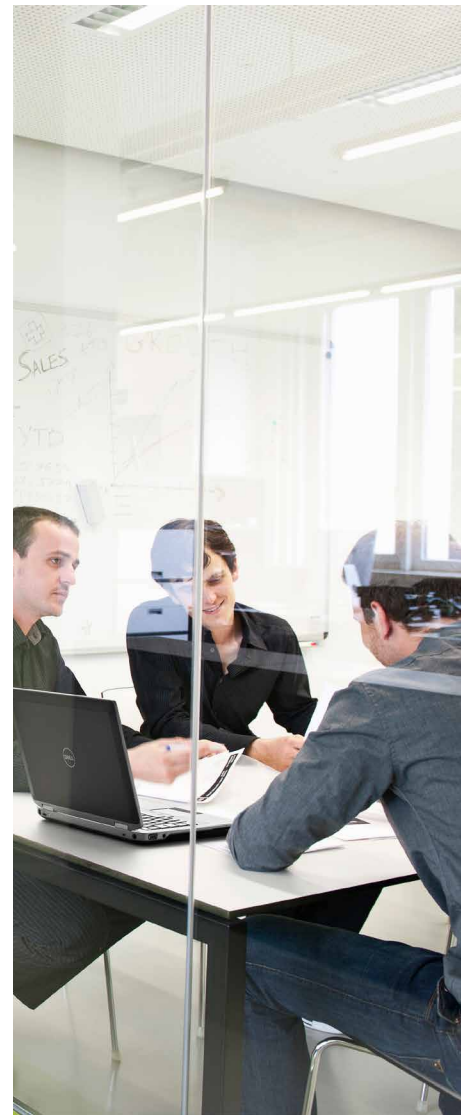
We provide a comprehensive URAC-accredited utilization management program, designed to improve the cost of claims and provide savings. We are now capable of delivering a utilization management solution anchored on:

- The ability to provide licensed and registered nurses across all 50 states, with multiple URAC accreditations
- The focus of delivering the best possible patient outcomes, while ensuring opportunities for cost savings are optimized
- Member access to registered nurse reviewers, our board-certified medical director and a panel of board-certified practicing physician specialists

Typically, our clinical expertise and proven methodologies have resulted in:

- ROI of 5 to 6:1
- Reduction in readmission rates
- Identification of potential case management and disease management members upfront

We effectively use tools to automate administrative processes, utilize multichannel platforms for call triage and optimize clinician workflow and speed of care.



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NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.

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