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| 8000 | Monitor performance | Performance monitoring is a two-way street. It may be mandatory to monitor the performance of newly certified medical and allied health providers. We use the term probationary here but that is not intended to be Medicare-specific but a generic case management term. CMS may have its own pilot or fully implemented monitoring for new and experienced people and businesses.  The 8500 series addresses research, reporting and analytics to identify fraud, waste and abuse.  The practices for fraud waste and abuse and their detection can vary by certification type (various medical and allied health disciplines.)  The analytics are typically done outside of the case management system must readily integrated. We have built and support field audit and investigation systems for insurance and for professional and business licensing. We also provide development staff for Pondera, a leading claims adjudication fraud, waste and abuse as a service. Our case management and investigation functionality can interoperate with any Fraud, Waste and Abuse solution that CMS chooses; if asked to serve as the prime contractor and to choose a Fraud, Waste and Abuse solution, we will bid the Pondera product. |
|  | Dashboard for Workload | The dashboard serves as a landing page for the customer, the supervisor, and the specialist. The dashboard will have the assigned roles, work assigned, and other optional information.  The dashboard can include a history of work performed as well based on business needs and interests of the organization.  Executive management dashboards are different from staff with item processing responsibility. The Executive Dashboard is statistical summaries useful in reporting productivity and performance and justifying staffing. |
|  | Trend Analysis | Typically a combination of statistical counts and graphical depiction of types of items over time where there may be a default timeframe with ability of user to set their own point in time or range and then show:  Total reeived, total completed processing, number in progress at this time; can be show for the end of each month for the user-defined data range. |
|  | Demographic Analysis | Demographics provide the first level of insight toward ability to predict future workload as to identify if there are anomalies in whom is getting served. Geographic area may be underrepresented that indicates either a lack of awareness/publicity or where there is a lack of enforcement. |
|  | Application Type Trend analysis |  |
|  | Link Analysis | Link analysis is increasingly popular due to advances in software capabilities and access to third-party data sources.  In organized crime and terrorism, the ability to identify multiple people originating emails or internet usage from the same IP address; businesses sharing the same address; the utility bill going to one person but another person showing the address as a residence or place of business. This type of link analysis is enabled by the ability to purchase databases of utility data or through legally authorized data acquisition.  Link analysis software products enable a graphical depiction that shows a node where two people share an address and then separately those two people are also on the board of the same company. If one of those people has past fraudulent activity then there is reason to look more closely at the second person as either a new target or as a potential victim. |
|  | Utilization Review |  |
|  | Cross Program Analysis |  |
|  | Total Cost of Operations Analysis |  |
|  | Unit Cost Analysis |  |
|  | Mainstream Workload LOE and Duration |  |
|  | Exception Processing LOE and Duration |  |
|  | Customer Perspective is Duration |  |
|  | Internal Perspective is Level of Effort for Task, Suspended, end to end |  |
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|  | Monitor Probationary period |  |
| 8xxx | Complete probationary period |  |
| 8500 | Fraud, Waste, and Abuse | Fraud, Waste, and Abuse (FWA) is hard to do through standardized reporting and simple queries. Link analysis can identify unusual associations. Setting a range for acceptable values can then narrow down the cases that will then be investigated through investigators or other “hide and seek” heuristics. |
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| 8700 | Renewal notification | Licenses and even awards can have an annual or other cycle for revewal. A probationary or tentative approval can have a shorter duration that must be prompted for renewal on a different schedule.  Rather than waiting for the registrant to initiate the payment or application the system typically will issue a renewal notification. This can extend to providing a link for the recipient to click to go straight into the application to submit the renewal and make payment. Otherwise the process mail call for the recipient to on their own initiative key enter the web site and go through the login process. |
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| 8900 | Interface Reporting | This reporting can address both interface activity and fraud detection and fraud investigation volumetrics. |