Policy Insights

IBM

Contents

Policy Insights

Policy Insights can help you, as a Program Integrity investigator, to more quickly access information that is scattered across multiple state and federal policy documents in a single location.

- Policy Insights uses natural language processing and cognitive computing to identify, categorize, and rank relevant extracts from a wide variety of unstructured State documents, for example, policy documents, provider manuals, and bulletins, and structured federal documents, for example, NCCI (National Correct Coding Initiative) edits.

- Policy Insights provides a ranked list of policy document extracts that are most relevant to the policy topic you want to research. You can quickly read the most relevant document extracts and also read extended policy content for any of these extracts. Then, you can copy and paste relevant content into a case management tool or equivalent.

Retrieving policy content ⬅ Revised title and restructured topic for use case

As a Program Integrity investigator, you can use Policy Insights to research policy topics and medical codes within state and federal policy documents and retrieve the content.

About this task

You can search for medical codes or policy topics to see a list of categorized policy document extracts. The search results are organized under tabs, the **State** tab and the **NCCI** tab. Within each tab, the document extracts are presented in sequence order by default, but can also be presented in relevance order.

When you search for one of the CPT, HCPCS, or Dental medical codes, the text description for the code is automatically added to the query. This means that you will see a broader set of search results that relate to the concepts that are associated with the medical code description.

Procedure

1. Sign in to Policy Insights.
2. Search for medical codes or policy topics to see a list of categorized policy document extracts. Enter a medical code or a policy term and click **Search**.

   Corresponding to the search terms or medical codes that you enter, a list of policy documents displays that contains categorized policy document extracts that are relevant to your search.

   - If you search for a policy topic, word or a phrase, you see results only in the **State** tab. Within the State tab, the **All** tab shows all document types that are associated with your search query, whereas the subsequent tabs show only one document type, either **Policy Documents**, **Provider Manuals** or **Bulletins**. The **All** tab is a consolidation of all the other tabs so a document can surface within **All** and one of the other tabs. The number in brackets indicates how many documents are returned for each type.

   - If you search for medical codes, you see results under the **State** tab and the **NCCI** (National Correct Coding Initiative) tab. The **State** tab displays document extracts from documents that match the medical code. The **NCCI** tab contains document extracts that relate to federally-issued NCCI edits, which address procedures and/or services that are performed by the same provider for the same beneficiary on the same date of service. Each row in the NCCI edit documents where the medical code appears is displayed. The number in brackets indicates how many documents are returned for each type.

     - Within the **NCCI** tab, the **NCCI-MUE** tab shows policy extracts associated with your search term that define Medically Unlikely Edits (MUE). These edits relate to the maximum units of service (UOS) that physicians or practitioners would report under most circumstances for a single beneficiary on a single date of service.

- The **NCCI-PTP** tab shows policy extracts associated with your search term that define procedure-to-procedure (PTP) edits. These are codes that should not be reported together for a variety of reasons.

3. To copy policy content from any listed extract that interests you, with the cursor, select the content to copy and click **Copy** to copy it to the clipboard. Paste the extract into a case management tool or another document.

   When you copy selected text, all of the highlighted text and the document metadata in the header are copied to the clipboard.

4. To filter the policy documents that are returned in the search results, click **Filter** and apply an effective date or category for the policy that you are researching.

   - **Effective date**: Enter a **From - To** date range to return only policies that became effective on or within specific dates. For example, you can specify a date to see only the latest version of a policy. Otherwise, select **All dates**.

     Note: For documents that do not have a specified effective date, the start date of the document displays as **Not Specified** in the search results.

   - **Category**: Select one of the following categories of information that a policy topic might belong to:
     - Client Eligibility
     - Coverage Requirement and Limitations
     - Medical Coding
     - Prior Authorization
     - Provider Eligibility
     - Reimbursement

     Click **Apply** to apply the filter. You can remove search result filters by clicking **Cancel**.

5. To add or edit the categories that are associated with a document extract, do one of the following steps:

   - Click **Add Categories** to specify a new category.
   - Click **Edit Categories**, select the correct categories to apply and click **Update** to submit your updated categories.

What to do next

Tip: You can review more of a document than just the extract that is displayed in the search results page and if you need a copy of the full document to build up a case or for later reference, you can also download the document from the search results page. Go to "Reviewing extended policy content" on page 2.

Reviewing extended policy content ← Revised title and restructured topic for use case

As a Program Integrity investigator who is researching policy topics and medical codes within state and federal policy documents, you might need to review extended policy content and access the originating policy document of interest to you.

Before you begin
In Policy Insights, retrieve a list of categorized policy document extracts based on your search criteria. See "Retrieving policy content" on page 1.

About this task
To build up a case or for later reference, you can review more of a document than just the extract that is displayed in the search results page.

You can review a complete copy of an originating document from within the application and if needed, you can get the URL to refer to the document online. You can also download the document from the search results page so that you have your own local copy.

Procedure

1. Sign in to Policy Insights.
2. Search for a policy term or medical code, and review the list of categorized policy documents that are returned in the search results.
3. Take one or more of the following actions.

   - To review the entire originating document in PDF format within the application, click **View document** .

     Your search terms and other keywords that relate to the policy topic are highlighted in the PDF.

     a. You can select text from the PDF to copy to the clipboard, and paste the content into a case management tool or another document. When you copy selected text, all of the highlighted text and the document metadata in the header are copied to the clipboard.

     b. So that you can focus on the PDF content that is most relevant to you, you can change the predefined list of keywords that is associated with the policy topic by default. Click .

       From the list of default keywords, select only those that you want to see emphasized as highlighted search terms in the PDF. To add more keywords to the list, enter a custom keyword and click **Add**. After you select the relevant keywords to highlight in the PDF, click **Apply**.

     c. So that you can further skip content that might not be relevant to you, you can navigate from instance to instance of the highlighted search terms in the PDF by using the up and down controls in the document.

   - To download the entire originating document in PDF format to keep locally, click **Download document** .

   - To copy the URL link to the originating document, click **View document source link** .

What to do next
You can provide feedback so that Policy Insights learns which documents are most relevant for a particular search category. Go to "Evaluating policy content" on page 3.

Evaluating policy content

You can evaluate the relevance of search results that are returned for a specific search term, and provide feedback. You can also provide general feedback comments that can include information about a piece of policy content that is missing, for example, that a specific document needs to be added to the application, or other comments that relate to the quality of the search results. Your review feedback is collated and used to improve Policy Insights.

Before you begin
In Policy Insights, retrieve a list of categorized policy document extracts based on your search criteria. See "Retrieving policy content" on page 1.

Margin annotations:

Addresses the following 19:04 items:
 - POLICYINS 500 Expanded keyword emphasis in original PDF
 - POLICYINS 504 Add a word to the list of keywords used for emphasis/navigation within PDF

Addresses the following 19:04 item:
 - POLICYINS 502 Navigate within original PDF using the expanded keywords

About this task

Policy Insights learns from your interactions with lists of document extracts and adjusts the ranking of the extracts based on your feedback.

When you mark document extracts as **not relevant**, **somewhat relevant**, or **highly relevant,** Policy Insights learns which of the returned policy content items for your search term are more relevant to other investigators that are searching on that same term. All feedback is used to improve the ranking and categorization abilities of Policy Insights in future updates.

To send your relevance, category, or general feedback to the application, you must click **Submit Ratings and Feedback** on each tab and for each page of results.

Note: There is a time lag between posting your feedback and the adjusting of the extracts.

Procedure

1. Sign in to Policy Insights.
2. Search for a policy term or medical code, and view the list of categorized policy documents that are returned in the search results.
3. To provide feedback on the relevance of the search results, do one or more of the following steps.
   - Expand the document extract and select the appropriate radio button.
     - **Not Relevant**
     - **Somewhat Relevant**
     - **Highly Relevant**
   - If an entire document is not relevant to your search, select **Mark this entire document "Not Relevant"**.
4. To provide general feedback, enter comments in free text form in the **Feedback** field.
5. Click **Submit Ratings and Feedback** to submit your evaluation.

Policy Insights scenario

Joan is a Program Integrity investigator. Her team is investigating potential high levels of fraud, waste and abuse in high cost diagnostic tests for adults, specifically BRCA tests. BRCA tests assess the patients' predisposition to develop breast cancer. She is asked by her manager to identify the key elements in the state and federal policy documents so that they can assess the state's vulnerability to provider fraud in BRCA testing.

To start, Joan conducts a search for BRCA, which is the policy term related to this particular high cost diagnostic test.

The system returns all the relevant data that is related to BRCA, separated into tabs labeled so that Joan can quickly navigate to relevant policy.

Joan views the unstructured document in which relevant information is divided into document extracts within the **State** tab.
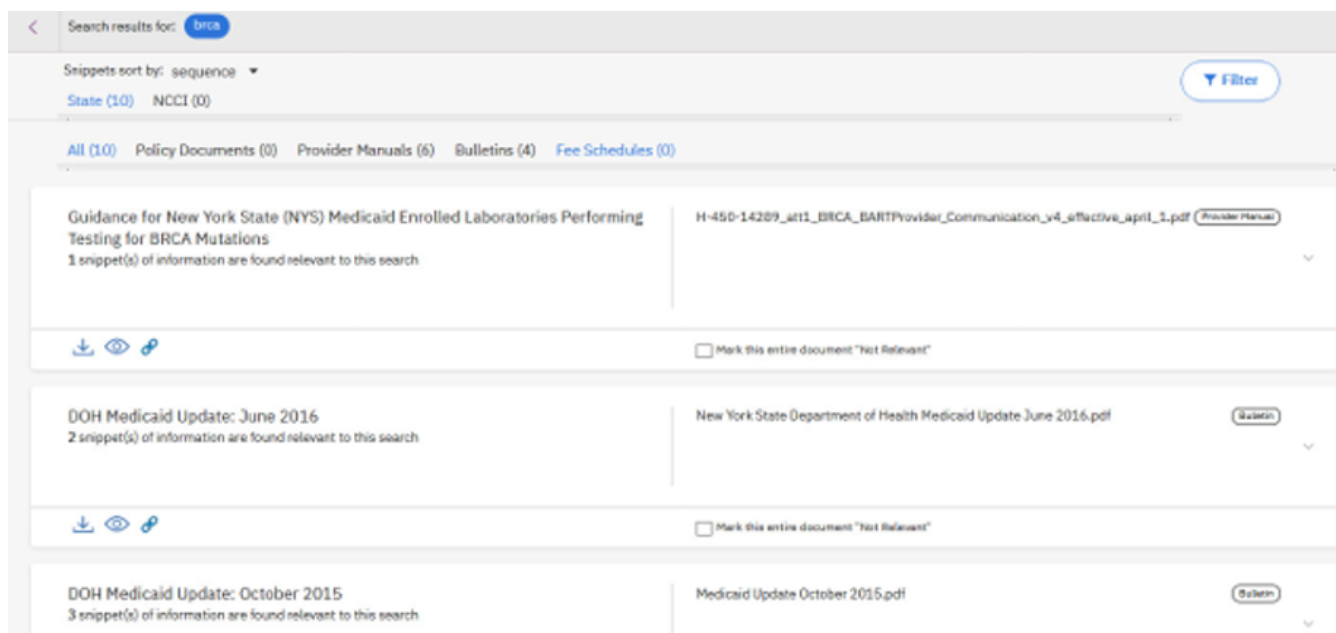
Figure 1: The State tab showing the document returned for her search.

She opens one of the **Policy Documents** and sees that there are many results under each of the policy categories. She uses the filter tab to focus on the area she is most interested in, the *Medical Coding* category.

Joan locates a document extract with the *Medical Coding* category and finds a specific medical code, 81211 see that she would like to explore further.
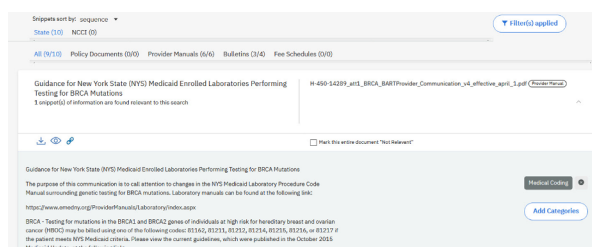

Figure 2: The extract with the medical code, 81211, that Joan wants to explore further.

She copies the content and pastes it into a separate case management tool.

Joan conducts a new search for the medical code 81211 and navigates to the **NCCI** tab and can see by the numbers in the brackets on each tab how many results were returned for both the Medical Unlikely Edits (**NCCI-MUE** tab) and Procedure To Procedure edits (**NCCI-PTP** tab).

Joan opens the **PTP** tab to view the PTP results.

Since BRCA is a broad topic, lots of rows are returned in two of the three PTP documents. Joan is interested in a specific medical code pair within the Practitioner service area, so she opens the specific document and copies the rows with a specific medical code pair and pastes them into her separate case management tool.

Column1 Column2	Effective Date	Deletion Date	Modifier Indicator ⓘ	PTP Edit Rationale
81414 81211	01/01/2017		1	Misuse of column two code with column one code
C001U 81211	01/01/2016		1	Misuse of column two code with column one code
C004M 81211	04/01/2017		1	Misuse of column two code with column one code
C004U 81211	01/01/2016	01/01/2018	9	Misuse of column two code with column one code

Figure 3: The PTP tab displaying the PTP results

To ensure that she is being thorough in her investigation, Joan also views the **MUE** results and finds that two of the three MUE documents matched the medical code that she identified as being vulnerable to fraud.

Figure 4: The MUE tab displaying the MUE documents that match the 81211 medical code.

Joan copies this data and pastes it into her separate case management tool also.

Now that Joan has quickly and easily gathered all of the relevant information about the potentially fraudulent areas within the BRCA policy topic, she can share her findings with her manager.