



## GAIN THE POWER TO MAKE MORE INFORMED DECISIONS

### EDS DECISION SUPPORT SERVICES

Improve operations and make better business decisions as you more effectively manage healthcare program dollars. EDS Decision Support Services improves the quality of healthcare service delivery through the ability to respond to changing industry needs and to share and analyze cross-program data from users' desktops.

#### FEATURES

- A flexible, open system features user-friendly executive information and decision support capabilities that enable users to customize reports. That flexibility permits system expansion.
- Provider profiling tools enable you to measure the effectiveness of healthcare delivery. Profiles adjust for the age, gender and morbidity of members served by each provider.
- Episodes-of-care analyses show if a care regimen is consistent with established standards for a particular disease.

#### THE EDS 360-DEGREE HEALTHCARE CONTINUUM

The Continuum is a framework for how solutions and assets can be connected and organized to drive change and address critical healthcare system goals. The services described in this document are part of EDS' Quality and Benchmarking Service set and address the Leveraged Applications priorities of the Continuum.

#### Maximizing limited program budget

Various healthcare service and claim systems create challenges for states that must serve its neediest citizens - the poor, aged, young, disabled and indigent. Limited program budgets often limit the amount of care that can be provided, the number of bills that can be paid at one time or the number of people that can be helped. When it comes to better managing health care program dollars, you need useful information. And you need clear outcome measurement and performance indicators.

#### Information and knowledge are power

EDS Decision Support Services links users to the timely information and knowledge they need to make better decisions and improve business operations - all from their desktops. By consolidating and integrating healthcare data from various sources - management, administration, utilization review or business transaction processing - EDS, an HP company, can provide state governments with enterprisewide views of their healthcare programs. The result is more accurate and complete pictures of your provider and client populations and associated benefit expenditure. Now, information and knowledge truly are power.

#### A modular approach to healthcare business intelligence

By taking a leveraged modular approach, states can incorporate MMIS Management and Administrative Review (MAR) and Surveillance and Utilization Review (SUR) business capabilities within the EDS data warehousing solution. Advantages of this approach are data consistency and integrity, unified user interfaces, and system processing efficiency. The EDS approach makes the data warehouse components of MAR and SUR plug-and-play components of an overall state data warehousing strategy. From management reporting to fraud and abuse detection, the data warehouse becomes the single trusted source for gathering knowledge about managing your business.



## ARKANSAS MEDICAID SYSTEM REVOLUTIONIZES INFORMATION SHARING, UTILIZATION

The Arkansas Medicaid decision support system (DSS), implemented by EDS in 1997, contains a vast amount of information that enables the Medicaid program and the Department of Health Services (DHS) to respond to requests ranging from simple recipient and provider histories of claims activity to full-scale, episode-based medicine analysis. The data comes from many sources, providing a broad view of the services for recipients of various state programs.

EDS has provided fiscal agent services to DHS since 1985 and now annually administers more than \$3 billion in Medicaid benefits. The DSS has been utilized in all areas of the Arkansas Medicaid program, increasing the overall efficiency of staff personnel and reducing program costs.

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## Improve the quality of information and care

- Gain the ability to add data courses, users and tools through a flexible, scalable architecture.
- Reduce administrative costs by enabling end users to create ad hoc reports from their desktops.
- Reduce your response time to legislative inquiries regarding the state healthcare programs.
- Gain the ability to monitor program statistics, identify trends and make recommendations.
- Consolidate healthcare data sources into an enterprisewide data warehouse that provides the truest picture of benefits and associated costs for analysis.
- Improve your evaluation of recipient healthcare quality through access to accurate and complete information.
- Save program dollars by enabling users to investigate inappropriate utilization, fraud and abuse.

## Rely on proven expertise

- EDS has worked with healthcare organizations and government healthcare programs for more than 40 years.
- We have been developing and refining decision support systems for more than seven years and have existing contracts in 10 states.
- EDS understands data warehouses, the systems from which the data originates and the structure of a successful decision support system.
- We built a dimensional data model specific to Medicaid programs that supports the underlying database organization in our decision support system. Built on this strong foundation of experience and knowledge, EDS Decision Support Services can help you get more from the information in your data warehouse.