Client Requirements

Client is the region's leading health insurance company headquartered in the United Arab Emirates (UAE), which focuses on providing comprehensive health insurance solutions to more than 3 million members.

The client needed to automate its cost containment process that includes focused behavioral interventions and interventions following trend analysis to identify fraud, waste and abuse of medical services. CitiusTech was selected to build the automated solution which conducted recurring analysis in a timely manner and reported the findings through interactive dashboards.
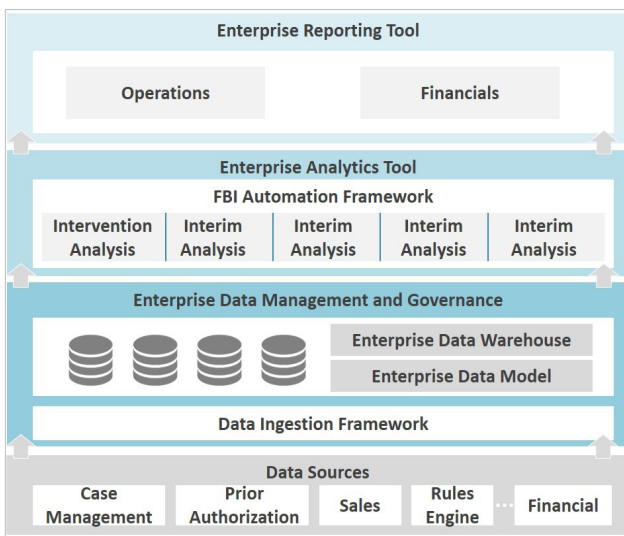
CitiusTech Solution

Requirement Analysis

CitiusTech team conducted a detailed analysis of the client's cost containment initiative. The team needed to define a single consolidated framework that would bring all interventions under one equation and enable easy addition of new interventions to get an accurate reflection of the client's savings.

Solution Design and Development

CitiusTech established a team of healthcare analytics consultants, data scientists and Power BI developers. Aditionally, the team automated the analyses that captured recoveries and cost savings from focused behavioral interventions at an aggregate and intervention level. The team also designed and built intuitive dashboards catering to all stakeholders that helped report findings and improve decision-making process.

CitiusTech team worked closely with the client to design and implement the solution that included:

- Reviewing the intervention tracker and verification of its completeness in capturing the information
- Identification, analysis and documenting gaps necessary for automation
- Capturing new interventions and MIAD recoveries in the tracker
- Creating SAS scripts compliant to the client's metric standard for each cost containment initiative
- Building a SAS script required to automate generation of data required for dashboards
- Developing operational and aggregated dashboard to provide the status of each intervention and monitoring savings from the implemented interventions
- Allocating direct impact of behavioural interventions to aggregate dashboard
- Providing documentation for each implemented script, dashboard and KPI

Value Delivered

By partnering with CitiusTech, the client was able to:
- Ensure uniform financial reporting with a single consolidated allocation framework that harmonized utilization-based financial impact methodology with cost savings methodology
- Automate all scripts and dashboards and included intelligent monthly scheduling process to ensure consistency with other key information assets
- Significantly improve ad-hoc analytics capabilities

About CitiusTech

CitiusTech is a specialist provider of healthcare technology services and solutions to medical technology companies, providers, payers and life sciences organizations, with over 2,700 professionals worldwide. CitiusTech's services and solutions include healthcare software development, healthcare interoperability, regulatory compliance, BI/analytics, consumer engagement, care coordination and population health management. CitiusTech helps customers accelerate innovation in healthcare through a number of solutions and accelerators for clinical quality reporting, healthcare big data, cloud computing, mobile health and predictive analytics. With cutting-edge technology expertise, world-class service quality and a global resource base, CitiusTech consistently delivers best-in-class solutions and an unmatched cost advantage to healthcare clients worldwide.

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