



The Triple Aim and Utilization Management

Alliant ASO's utilization management programs deliver on the **Better Care and Smarter Spending** elements of the Triple Aim by ensuring care meets medical necessity, is evidence-based and of the right duration.

Its proven solution of expert clinical review, proprietary technology and provider education is based on decades of collaboration with Medicaid agencies and providers on complex utilization management and quality improvement programs.



"I wanted to thank you for the wonderful job that you did during the Emergency QIO Contract ... Your company always went above and beyond in performing the necessary tasks and requests. Thank you again for your exceptional job."

–SC Medicaid staff member

"Alliant was able to bring [their] folks to the table at the appropriate time, with the appropriate information ... making sure that we had the right medical policy that served our members well and ... that we were spending the money on the right things at the right time on the right folks."

–Mark Trail
Former Georgia Medicaid Director

Comprehensive Utilization Management

Accredited in Health Utilization Management since 1997, Alliant provides customer-centric solutions that incorporate clinical leadership, education, analytics, medical policy consultations/recommendations and customer service to achieve lower costs and higher quality of care while keeping customers and providers satisfied.

Benefits:

- Program design continually modified around customer's evolving needs
- Continuum of care reviews – all settings and specialties
- Fast and accurate system-driven reviews
- >90% Inter-rater Reliability (IRR) ensures accuracy of reviews
- Direct access to data and reports for quick decision-making
- Advanced analytics to identify trends
- Medical policy consultations/recommendations
- Provider education on nationally recognized best practices

Services:

- Prior Authorization
- Retrospective Medical Review
- Case Management
- Level of Care Determination
- Waiver Program Management
- Suspended Claims/Prepayment Review
- SURS Review & Focused Studies
- Member Lock-in Management
- Payment Error Rate Review & Analysis
- DRG and Coding Review/ Consultation
- Focused Trend analysis
- Provider Education/Training
- Medical Claims Analysis
- Provider/Member Profiling
- Program Integrity Analysis & Review

Clinically Led and Technology Driven

To enhance the clinical quality of care delivery, increase provider and member satisfaction, and reduce costs for health services, Alliant ASO makes extensive use of technology to augment its clinical expertise. QuantumXLTM is Alliant's proprietary, Web-based utilization management (UM) system employed in all medical review processes.

Benefits:

- Secure access to view PA request information and medical documentation
- Ability to query data real-time via an integrated reporting module
- Up-to-the minute data on case status, outcomes, and time frames
- Easily customized to meet changing program needs
- Direct access to IT staff responsible for system modifications
- Faster turnaround and more effective, robust data capture
- Ability to handle prospective, concurrent and retrospective reviews in all settings
- High degree of reliability and consistency, making review decisions defensible

System Features: Roles-based security provides a single system that offers management information system functions as well as a Web-based provider workspace

- Highly customized Web-based platform
- Design and implementation based on MITA framework
- Full integration with MMIS
- Provider portal – standalone or integrated with customer portal
- Interactive, rules-driven "Smart Forms" with information prompts
- Clinical algorithms drive automated processing of authorization requests
- Integration with national and custom clinical criteria
- Reduced administrative burden on providers
- Single-system of record for customers, providers and Alliant reviewers

Secure Provider Portal: Ease of use is evidenced by the fact that more than 90 percent of all prior authorization requests are submitted through the provider portal.

- Submit prior authorization (PA) requests
- Receive real-time PA approvals at the point-of-service
- Attach documentation directly to PA requests
- Securely communicate with Alliant
- Receive notification of review decisions and requests for additional information
- Search previous PA requests and query case status information
- Access valuable education resources and receive UM program communications