Intelligent Third Party Liability

It's a simple correlation. The more Medicaid funds a state has, the better it can serve those in need. Using advanced analytics, deep operational insights, Accenture is helping Medicaid Agencies transform their Third Party Liability (TPL) programs.

**THE CHALLENGE**
The TPL business area within Medicaid has suffered over the years due to a lack of innovation in both technology and approach. As a result, stagnant recovery rates and a limited drive to cost avoid has become the norm. Meanwhile, process improvements and technological advances have driven marked improvements in other dimensions of Medicaid.

**WHAT WE BRING**

**Innovative talent**
We have creative and experienced professionals who understand digital technologies, the TPL industry and functional priorities.

**Data Driven Backbone**
We harness structured and unstructured data, across internal and external ecosystems, as the backbone for breakthrough insights.

**Leveraging the Power of the Cloud**
The Cloud ties together all the ingredients of Intelligent TPL—integrating diverse data across platforms in a secure environment—and makes our platform scalable and accessible anywhere, anytime.

**Applied Intelligence**
We apply integrated automation, smart analytics and artificial intelligence to help transform TPL to achieve increased cost savings and recoveries, and reduce provider abrasion.

**Smart Partnership Ecosystem**
The ecosystem brings complimentary skill sets, the latest technology and industry leading solutions to drive innovation.

**RESULTS**
We help state Medicaid agencies achieve their key objectives:

**Increased Cost Savings and Recoveries Demonstrated**
15-20% increase in recoveries

**Improved Efficiency**
45% decrease in HIPP reimbursement cycle time to Medicaid members

**Improved Medicaid Member Satisfaction**
80% first call resolution of all TPL issues.

Accenture takes a holistic approach to TPL combining our expertise in Medicaid, eligibility, commercial health and delivery systems. Using our new MITA-aligned Intelligent TPL platform we maximize cost avoidance and recovery, and provide deeper insights into how to optimize program performance.
OUR SERVICES
We provide capabilities core to TPL:

**Cost Avoidance**
- Commercial Insurance Identification
- Medicare Identification
- State Agency Data Matching
- Policy Referral Investigation
- Validation and Re-Verification of Commercial Insurance
- Premium Assistance

**Case Management**
- Subrogation
- Estate
- HIPP

**Recoveries**
- Claim Billing and Posting
- Subrogation
- Estate
- Credit Balance

**Analytics Managed Services**
- Data Matching Algorithm
- Claims and Billing Optimization
- Health Plan Engagement

**WHAT MAKES US DIFFERENT**

**Breadth of capabilities**
We are experienced architects, system integrators, management consultants and operators who serve the state, local, federal and commercial healthcare markets. We combine our health and human services experience with our technology and service delivery expertise and focus it precisely on the business of TPL.

**A trusted advisor**
We care about our customers and commit to providing transparency in all aspects of TPL processes.

**TPL expertise**
We have over 75 years of TPL experience with in-depth knowledge spanning customer experience to top-line cost savings and revenue growth.

**Advanced Analytics**
Insight-driven Intelligent TPL is a new approach. Building on our industry-leading analytics expertise and depth, we fuel unmatched levels of recovery and cost avoidance.

We have thousands of data scientists, statisticians, mathematicians and other experts with advanced degrees to drive increased cost savings and recoveries.

5 ESSENTIALS TO INTELLIGENT TPL

1. **INNOVATIVE TALENT**
   Organizations need creative and experienced talent who understand digital technologies, industry and functional priorities.

2. **DATA DRIVEN BACKBONE**
   Structured and unstructured data across internal and external ecosystems is the backbone for breakthrough insights.

3. **LEVERAGE THE POWER OF THE CLOUD**
   Cloud ties together all the ingredients of Intelligent TPL, integrating diverse data, across platforms in a secure environment.

4. **APPLIED INTELLIGENCE**
   Integrated Automation, Smart Analytics, and Artificial Intelligence can help transform operations.

5. **SMART PARTNERSHIP ECOSYSTEM**
   The partnership ecosystem brings complimentary skill sets and the latest technology to drive innovation.

ABOUT ACCENTURE
Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions – underpinned by the world’s largest delivery network – Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With approximately 442,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives.


FIND OUT MORE
www.accenture.com/outcomes

AUTHORS

Denise Poley  
TLP Offering Lead, Accenture Health & Public Service  
denise.poley@accenture.com

Theresa Gaffney  
Health BPS Global Offering Lead  
theresa.m.gaffney@accenture.com

Copyright © 2018 Accenture. All rights reserved. Accenture, its logo, and New Applied Now are trademarks of Accenture.