

# Enabling better decisions

## HPE Decision Support Services

Improve operations and make better business decisions as you more effectively manage healthcare program dollars.

### Insights

- Many healthcare service and claim systems create challenges for states that must serve their neediest citizens.
- With HPE Decision Support Services, you can link to timely information to make better decisions and improve operations—all from your desktop.
- HPE created and refined its decision support systems—for more than 10 years—and has existing contracts in 10 states.

Many healthcare service and claim systems create challenges for states that must serve their neediest citizens—the poor, aged, young, disabled, and indigent. Limited program budgets often constrain the amount of care that can be provided, the number of bills that can be paid at one time, or how many people can be helped.

When it comes to better managing healthcare program dollars, you need useful information—and clear outcome measurement and performance indicators.

### Gaining power

Hewlett Packard Enterprise (HPE) Decision Support Services links you to the timely information and knowledge you need to make better decisions, improve business operations, and deliver better quality of healthcare services—all from your desktop. By consolidating and integrating healthcare data from various sources—management, administration, use review, or business transaction processing—you get an enterprise-wide view of your healthcare programs.

The result is more accurate and complete pictures of your provider and constituent populations and associated benefit expenditures. Now, information and knowledge truly are power.

### Improving information and care

- Add data courses, users, and tools through a flexible, scalable architecture.
- Reduce administrative costs by enabling users to create ad hoc reports from their desktops.
- Reduce your response time to legislative inquiries regarding state healthcare programs.
- Monitor program statistics, identify trends, and make recommendations.
- Consolidate healthcare data sources into an enterprise-wide data warehouse that provides the most valid 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; enable users to investigate inappropriate use, fraud, and abuse.

### Leveraging a modular approach

By taking a leveraged, modular approach, you can incorporate Medicaid Management Information Systems (MMIS), Management and Administrative Review (MAR), and Surveillance and Utilization Review (SUR) business capabilities within the HPE data warehousing solution. The advantages of this approach are data consistency and integrity, unified user interfaces, and system processing efficiency.

With the Hewlett Packard Enterprise approach, the data warehouse components of MAR and SUR become plug-and-play components of an overall state data-warehousing strategy. From management reporting to fraud and abuse detection, the data warehouse becomes your single, trusted source for gathering knowledge to manage your organization.

### Gaining enabling 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 analysis show if a care regimen is consistent with established standards for a particular disease.

### Revolutionizing information sharing and use

Arkansas Medicaid's Decision Support System (DSS), implemented by Hewlett Packard Enterprise in 1997, contains a vast amount of information that enables the Medicaid program and Department of Health Services (DHS) to respond to requests ranging from simple recipient and provider claim history 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.

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

### Relying on proven expertise

- HPE has worked with health and life sciences organizations and government healthcare programs for 50 years.
- We have been developing and refining decision-support systems for more than 10 years and have existing contracts in 10 states.
- Hewlett Packard Enterprise understands data warehouses—the systems from which the data originates and the structure of a successful decision-support system.
- We created 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, HPE Decision Support Services helps you get more from the information in your data warehouse.

Learn more at  
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