

## QualChoice gets tough on fraud

Integration key to getting handle on detection.

BY PATTY ENRADO, *Contributing Editor*

LITTLE ROCK, AR – QualChoice of Arkansas, a managed care company and health benefits administrator, is implementing TriZetto Group's fraud, waste and abuse (FWA) suite to reduce costs of loss to fraud and waste – an industry standard that is 2 percent to 3 percent.

QualChoice, which already uses TriZetto Group's Facets core administration system, will be the first Facets client to benefit from the integration of these solutions, said Robert McGinley, vice president, detection and recovery services for Plan Data Management, a division of TriZetto Group.

Fraud detection software needs to be tied to the core administration system because the biggest hurdles in fraud detection are the inhibited flow of clean data and the lack of clean data itself. "We wanted to enhance detection technology and have it work as part of the core administration system," McGinley said.

Janice Young, program director for Health Industry Insights, an IDC company, said TriZetto Group is on the right track. "If you are trying to identify fraudulent acts, you need integration with the back-end system," she said. Integration would enable the seamless pulling of data and analysis of such things as fraudulent billing trends, as well as information sharing.

"We needed to develop an overall internal and external strategy to be proactive around FWA activity," said Haley Wilson, CIO of QualChoice. "By using Plan Data Management as our special investigator unit and utilizing TriZetto's Facets claim adjudication system,

we will have an integrated approach around our FWA process."

QualChoice chose to outsource its FWA program because the technology and processes to detect fraudulent activity are becoming increasingly complex to implement and administer, said Wilson.

**"By using Plan Data Management as our special investigator unit and utilizing TriZetto's Facets claim adjudication system, we will have an integrated approach around our FWA process."**

– Haley Wilson



McGinley noted that payers understand they can't rid themselves of fraud. "Plans are becoming more receptive to managing risk through shared resources," he said.

Young said TriZetto Group's acquisition of Plan Data Management back in 2006 was consistent with the company's long-term strategy of integrating business-centric and critical applications, such as care management and network management, with its core data administration system.

The bottom line, Young said, is having the ability to rapidly and easily access updated data. ■



The TriZetto Group, Inc.  
Corporate Office  
567 San Nicolas Drive  
Suite 360  
Newport Beach, CA 92660  
1.800.569.1222