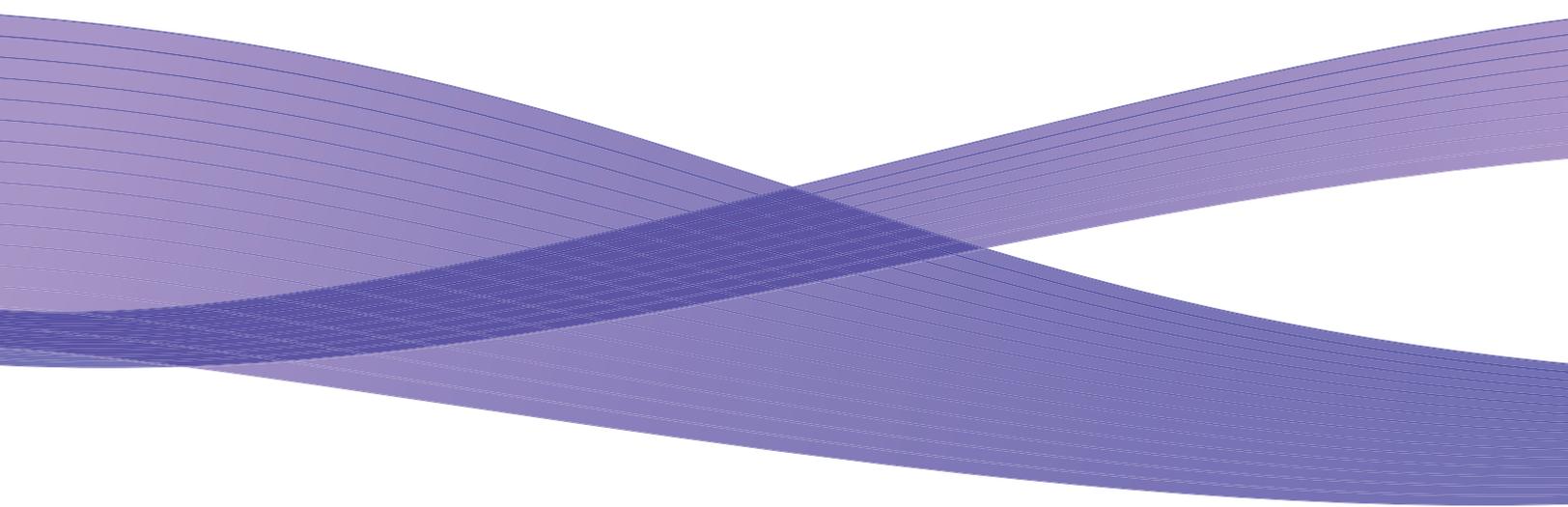
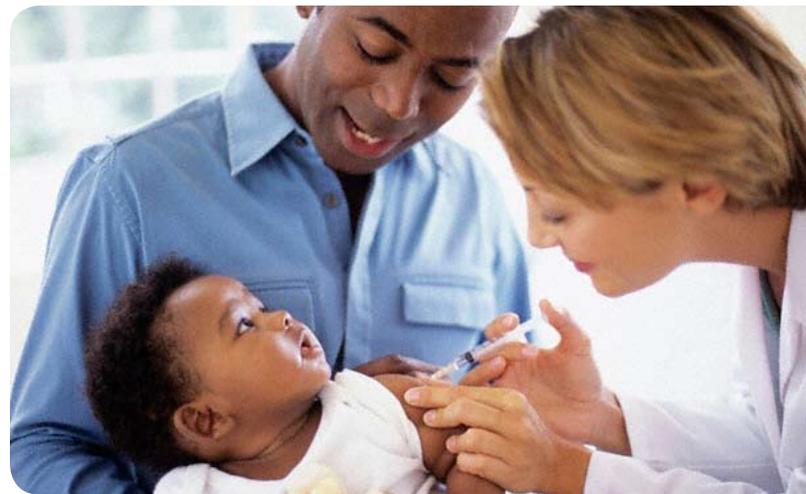


# Missouri's Medicaid healthcare information was fractured. We healed the break.

Doctors can again focus on making patients healthier, while State administrators spend less to deliver more.



# Missouri Medicaid's adoption of electronic health records and other eHealth solutions has delivered \$87 million in savings annually.

## The Challenge

Missouri, like many states, suffered from fragmentation in its healthcare information. For years, crucial data regarding patients' health status was not available to providers at the point of care. Most patient data were stored in paper form and housed with individual providers. This lack of information led to incomplete treatment, inefficient and costly repetition of diagnostic testing among providers, and contradictory treatment plans. Worse, public health agencies found that paper-based systems limited their disease surveillance and response capabilities. Clearly, Missouri needed to improve delivery of healthcare information to providers, consumers and program administrators.

## The Solution

We developed a suite of electronic health record (EHR) applications, supported by a comprehensive clinical rules engine. Implementing our CyberAccess Web-enabled EHR solution for physicians, as well as our DirectCAREPro solution for pharmacists, Missouri dramatically improved information access to medical and pharmacy claims history.

Our EHR applications identify any gap in care and send that information in real time to where it matters most: the point of care between the provider and the patient. Not only are care gaps pinpointed in accordance with evidence-based medicine guidelines, but potential adverse drug interactions are also identified and sent directly to the Missouri Medicaid provider.

## The Bottom Line

Before 2002, most states couldn't gain access to key healthcare information. Records were stored on paper with individual providers. Without electronic access to complete records, providers often lacked basic medical information on patients, such as medications taken, previous inpatient or outpatient

These solutions:

- Give providers, pharmacists and consumers actionable and accessible information
- Improve quality of care
- Greatly reduce administrative costs
- Provide complete medical history and allow clinical alerts based on patient history and conditions
- Provide full medical and pharmacy claims history
- Enable authorization capabilities for prescriptions and effective billing
- Use e-prescribing to improve patient safety and provider efficiency.

These programs have greatly improved critical functions for Missouri providers and relieved unnecessary administrative burdens. Today, over 3,500 unique provider sites are trained on the use of CyberAccess. These sites represent approximately 15,000 prescribers such as physicians, nurse practitioners and physician assistants. At least 67 percent of individual users at trained sites log onto CyberAccess at least once a quarter. Our EHR tools have affected how many Missourians provide or receive healthcare – and reduced the State's overall administration costs.

## The Results

With our help, Missouri Medicaid's adoption of eHealth solutions such as electronic health

encounters, diagnoses and diagnostic tests ordered.

With our eHealth solutions, electronic records are available at the point of care, where they're needed most. Providers can now focus on making patients healthier, and State administrators spend less to deliver more.



**Sector:** State Government

**Solution:** eHealth Solutions

**Client:** MO HealthNet (Missouri Medicaid)

**Challenge:** Paper records stored with individual providers; lack of access to key healthcare information

**Results:** Dramatic reduction in administrative costs; better healthcare for Missourians. Independent analysis has calculated that the savings from these efforts has been \$280,000 over four years.

records has delivered \$87 million in savings each year.

ACS's eHealth solutions deliver complete, essential information where and when it's needed most. For Missouri's patients, providers, medical community and State Medicaid agency, this means better care, lower costs and improved access to much-needed information.

**"The State continues to add features to CyberAccess...online precertification of imaging procedures saved the State \$4.4 million in the first quarter of this year."**

George Oestreich,  
Pharm.D., MPA,  
Missouri Division of Medical Services

You can learn more about us at  
[www.acsinformedhealth.com](http://www.acsinformedhealth.com).

