

Sector:
State Government

Solution:
eHealth Solutions

Client:
Missouri Medicaid

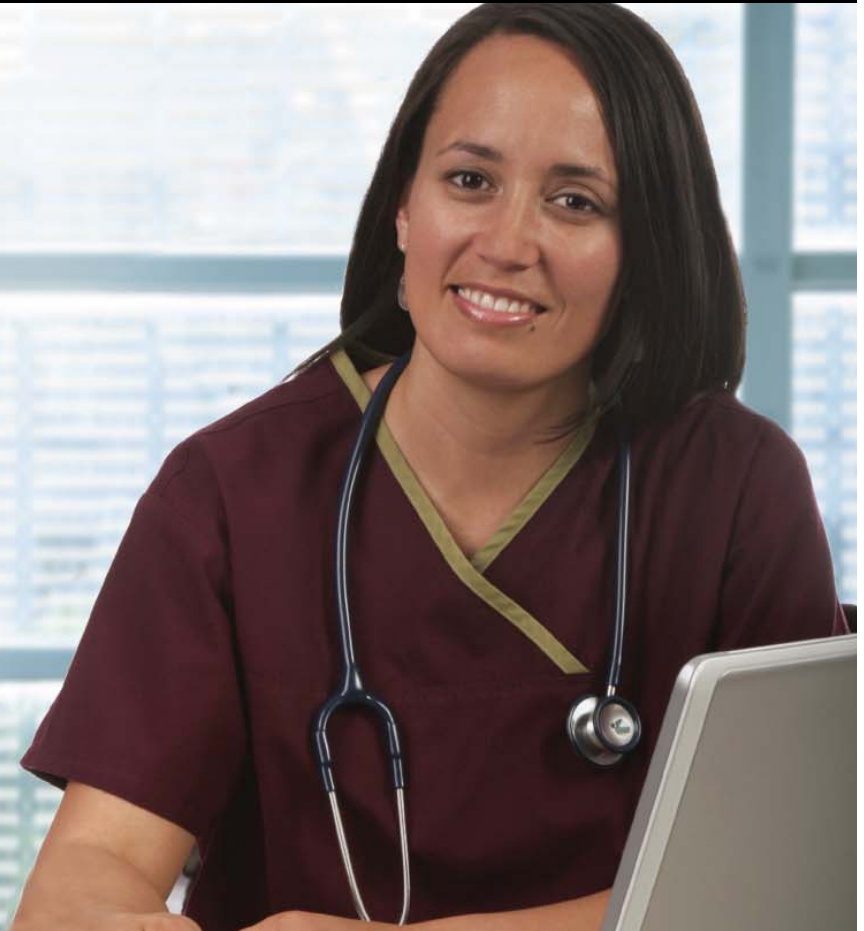
Challenge:
Paper records stored with individual providers. Lack of access to key healthcare information.

Results:
Dramatic reduction in administrative costs. Better healthcare for Missourians.

>> The Bottom Line

Before 2002, most states, including Missouri, couldn't get access to key healthcare information because 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 encounters, diagnoses and diagnostic tests ordered.

With ACS' eHealth solutions, electronic records make information available at the point of care, where it's most needed. So providers can focus on making patients healthier, and state administrators spend less to deliver more.



MISSOURI'S HEALTHCARE
INFORMATION WAS FRACTURED.
ACS HEALED THE BREAK.

an ACS
>> BOTTOM LINE
CASE STUDY



\$117 million

With ACS' help, Missouri Medicaid's adoption of eHealth solutions such as electronic health records have delivered \$117 million in savings each year.

THE CHALLENGE

Missouri, like many states, suffered from fragmentation in the healthcare industry. For years, crucial information regarding a patient's current health status was not available to providers at the point of care. Most patient data was stored in paper form and housed with individual providers. This lack of information led to incomplete treatment protocols, repetition of diagnostic testing between providers, and execution of contradictory treatment plans. Public health agencies found paper-based systems limited their disease surveillance and response capabilities. Overall, Missouri needed to improve delivery of healthcare information to providers, consumers and program administrators.

THE SOLUTION

ACS developed a suite of electronic health record applications (EHR) supported by a comprehensive clinical rules engine to deliver actionable information to empower Missouri providers. By implementing CyberAccess Web-enabled electronic health records for physicians and DirectCAREPro electronic health records solution for pharmacists, Missouri dramatically improved information access to medical and pharmacy claims history.

Through ACS' electronic health records applications, identified care gaps are sent real-time to the place where it matters most: the point-of-care between the provider and the patient. Not only are care gaps identified in accordance with evidence-based medicine guidelines, but potential adverse drug interactions are also identified and sent directly to the Missouri Medicaid provider.

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's history and conditions
- Provide full medical and pharmacy claims history and enable authorization capabilities for prescriptions and effective billing

Missouri attributes \$117 million in annual savings to the programs and services provided by ACS. These programs have greatly improved critical functions for Missouri providers and relieved unnecessary administrative burden. Today, over 1,500 physician practices are enrolled and trained on CyberAccess and 67% are regularly using the application to recall their patient's electronic health record. ACS' EHR tools have affected how many Missourians provide or receive healthcare — and have also decreased the state's overall administration costs.



THE RESULTS

ACS' 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
- Improved access to much-needed information

"The State [of Missouri] 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