COLUMN
Case Management

MEDICAID

Improve case handling, management and investigations

The Challenge

In the last few years, both states and the Centers for Medicare & Medicaid Services (CMS) have been focused on implementing new provisions of the Affordable Care Act while increasingly targeting their attention to delivery systems and payment reform. With over 72.2 million people enrolled in Medicaid, combating fraud, waste and abuse at all levels has never been so challenging.

Fraud and misappropriation result in losses of billions of dollars each year depriving benefits from people who are truly in need. Antiquated systems, manual processes, poor data visibility and disparate data, influx of cases and personnel employee budget cuts increases the challenges that exist at CMS and Medicaid Fraud Control Units in identifying and investigating fraud.

The Solution

Column Case Investigative offers a collaborative, integrated, web-based software solution that helps agencies manage Medicaid complaints and cases. Focused on state and federal requirements, Column Case Investigative offers collaboration, content management, workflow automation, and integration features you need to improve case management.

Column Case Investigative features can help you're agency:

Enhance information sharing

Replaces paper-based case folders with secure, case-specific virtual workspaces. Users can coordinate their work and manage unstructured content such as Microsoft Office and PDF documents, HTML files, e-mail messages, images, forms—even audio and video files to improve record, document, and evidence management.

Rigorous access and audit controls

User and group-level security allow complete audit trail and promote information sharing and fulfill your organization's responsibility to protect privacy.

Key Technology Features

- Optimize user productivity with an intuitive web interface and role-based case management
- Enhance information sharing with highly secure, case-specific workspaces
- Protect sensitive information using a variety of highly-flexible user, role and information-based controls
- Increase efficiency with the leading workflow engine that automates activities and enforces processes
- Improve information access with a search engine that indexes web pages, attachments, forms, form letters, and log entries and a data visualization tool

Key Cyber Security Capabilities

- Fraudulent Billing
- Substitution of generic drugs
- Unnecessary services performed
- Kickbacks
- Reporting
- Wrongful Coding
- Unbundling
- Identity theft/Use of provider numbers
- Upcoding

Increase data quality

Powerful data quality management tools use business rules and real- time logic to validate, cleanse, and integrate data. The result? Accurate, timely, and complete information that supports good decision making without compromising speed and efficiency.

Improve information access from search and data visualization options

When you need to find information, you can securely search external data such as documents, web pages, attachments, forms, and activity logs. The search capability is performed through a Google® type search bar. You also have access to Column's powerful data visualization tool to help you uncover relationships among data elements.

Increase efficiency with electronic forms and customizable workflows

Built on the most powerful workflow engine used by over 80% of the Fortune 500 including the US Department of Defense, Column Case Investigative can automate manual, time-intensive activities while ensuring security and role-based access. Workflow rules can mirror your current practices by sending notifications or information, creating or escalating assignments, requesting approvals, and updating data fields. Whether you automate one process or all of them, you'll eliminate redundant tasks, reduce errors, speed approvals, and ensure compliance.

Access to up-to-the minute data with a customizable, web-based reports console

Powerful reporting and dashboard consoles provide real-time performance metrics and fully integrate with a wide variety of business intelligence solutions. The solution provides business intelligence by including a large number of standard reports and dashboards as well as the ability to create custom reports and ad-hoc queries. If rolled-up data demands an explanation, you can easily drill down for more detail.

Prioritization

Column Case Investigative allows agencies to quickly determine what cases have a high solvability factor or high priority through automated solvability scoring. A must-have feature for Medicaid Fraud Control Units to help dramatically increase the number of cases that can be prosecuted or settle and the dollars the department recovers.

Licensing Models

Column Case Investigative is offered in various licensing options to ensure the most cost effective solution. Our licensing options include:

- Perpetual/Onsite
- SaaS
- Managed Application Hosting

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About Column Case Management

Established in 2018 Column Case Management is a privately-held leading software provider specialized in case management.