



Leading Dental Benefits Administrator Reduces Cost by **Over \$10M and Improves Quality of Medicaid and Medicare Dental Care** with SKYGEN Enhanced Benefit Management & Analytics.



THE CLIENT

The dominant dental benefits administrator in its region manages Medicaid, Medicare and commercial dental benefits for several payers, including the largest MCO. As part of its mission to innovate, the company is bringing managed dental care to several of its clients.

CASE STUDY

“Our relationship with SKYGEN is working well for the benefit of everyone. The relationship is exceeding expectations, and we look forward to expanding it.”

- CEO & Founder, Parent Company of Leading Regional Dental Benefits Administrator

THE CHALLENGE

- Improve quality of care in its client’s Medicaid and Medicare dental programs
- Reduce high PMPM cost of care being driven in part by unwarranted care
- Identify gaps in business rules that led to inappropriate care and high costs
- Increase availability of resources for preventative care despite limited number of dental providers practicing in the region
- Increase appropriate care and adherence to quality standards, and decrease fraud, waste and abuse (FWA)

THE SOLUTION

- Deployed SKYGEN’s Enhanced Benefit Management & Analytics (EBM) services to gain visibility into the administrator’s client’s network performance and costs of care
- Used top-down analysis to identify network issues and cost-saving opportunities, and bottom-up analysis to detect inappropriate care and fraud, waste and abuse
- Teams from SKYGEN and the administrator collaborated with clinical experts in both companies to reliably design a network management model and edit claim codes
- Identified providers in need of intervention by the client (31% for quality of care; 69% for FWA)
- Delivered provider education developed by SKYGEN’s licensed clinical team of specialists
- Introduced a prior authorization process and revised business rules

“Based on SKYGEN’s insights, our client is educating providers about medical necessity and following American Dental Association guidelines. We’re striving for quality of care and now we’re seeing results that clinically, are much better.”

- Chief Dental Officer, Leading Regional Dental Benefits Administrator

THE RESULT



Measurably improved quality of care and patient experience



Significantly reduced PMPM cost, saving more than \$10M in first year



Reduced need for multiple visits by patients



Increased preventive care and reduced restorative care



Decreased rate of dental care errors and rework

THE CHALLENGE

The leading dental benefits administrator in its region has a 15-year track record of supporting payers in an area where demand for dental care significantly exceeds available resources. The company initially partnered with SKYGEN to replace its legacy system with a modern SaaS dental benefits automation platform, SKYGEN's Enterprise System. However, it had additional needs: Bringing a managed dental care model to clients in its region to improve quality of care and patient experiences, and reduce cost by focusing on appropriate care.

The administrator didn't have the analytics or expertise in-house to gain visibility into the factors affecting cost of care and network performance. The company's leadership quickly saw the potential of engaging SKYGEN's Enhanced Benefit Management & Analytics (EBM) services to design a managed care strategy that would help it meet its goals for protecting patients, educating providers, and preventing fraud, waste and abuse (FWA).

THE SOLUTION

SKYGEN's EBM team began with a Provider Analysis, examining code ratios, service frequencies, claims submission accuracy, and potential fraud, waste and abuse. A cross-functional team including SKYGEN's EBM experts and clinicians as well as the administrator's clinicians and business leaders then worked to identify quality of care issues based on the analytics. This work helped inform the team's development of the administrator's managed dental care model.

At the same time, SKYGEN's EBM team conducted a Benefit Plan Analysis to uncover the impact of best-practice strategies and processes, such as use of prior authorizations, which would support cost savings and improved quality of care and utilization of appropriate care.

"What I like about SKYGEN and the EBM program, which is a strong analytics engine, is that you have the combination of data and people who are subject matter experts, and the clinical team is integrated," said the company's president. "So, when we see the statistics the analytic teams can provide, you also have experts that can help us understand the data both in the operations and clinical sides. SKYGEN has been good at helping us identify opportunities."

"One of the reasons we have a very successful story with our client is teamwork. We were able to work as a team with SKYGEN's expertise, our expertise and our client's expertise together. That teamwork help us get the results."

– **President, Leading Regional Dental Benefits Administrator**

THE RESULTS

SKYGEN's EBM program allowed the dental benefits administrator to find and help its client correct inappropriate care, saving over \$10M in one year while delivering better care to patients. Providers are following quality of care standards, and with fewer instances of general dentists doing more complex procedures, the rates of error and rework are lower. This shift has improved patient outcomes and experiences, and enabled providers to spend more time delivering preventative care.

The company has significantly reduced per member per month costs, and within the first year, began seeing a change in the way program dollars were spent. "Besides the PMPM cost impact, we saw a shift of

some of the utilization that providers had with certain codes that we know they were over-utilizing," said the company's president. "After our intervention, they began to use more preventive services and change their behavior."

The SKYGEN partnership enables the administrator's parent company to meet its goal of providing end-to-end revenue cycle management. SKYGEN's Enterprise System dental benefits administration automation platform and EBM performance analytics service are the last pieces of the puzzle the parent company needed to complement its dental practice management system and clearinghouse and complete its full suite of revenue cycle management capabilities.

About SKYGEN

SKYGEN powers transformation of specialty benefits administration with technology and service solutions that reduce healthcare costs, improve access to care, increase healthcare value and elevate experiences and satisfaction for all stakeholders. SKYGEN partners with healthcare payers, delivery systems, and state regulatory agencies to administer dental and vision and other specialty benefits in both commercial and government markets. With its intelligent software-as-a-service (SaaS) automation, third-party administration (TPA), marketplace connectivity and risk management solutions, SKYGEN powers the nation's leading healthcare organizations, and serves nearly 50 million member lives across all 50 states plus the District of Columbia and Puerto Rico.

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