



Data-Enhanced Behavioral Health



CCA is invested in helping our clients enhance workplace wellbeing and reduce behavioral health spend. We accomplish this through a data-driven program that leverages our behavioral health and organizational expertise to address your population's most pressing wellbeing needs.

Data Analytics

Through a comprehensive data analysis, we are able to discern patterns in behavioral health care usage—which benefits members are using frequently, the most pervasive and acute needs across the organization, and which locations, departments, or job classes account for the highest behavioral healthcare spend and utilization. The analysis involves minimal effort on your part. CCA does the heavy lifting to review, aggregate and synthesize the information you provide.

Outcomes Report and Consultation

Leveraging the findings of the diagnostic, CCA provides a detailed report or behavioral health usage "heat map." This heat map informs the types of interventions that could more cost-effectively address behavioral health needs, broken down by location, department and job class, when indicated. The report will further include a financial summary outlining opportunities for prospective savings, overpayment recovery, and more.

The result is a behavioral health solution that's completely bespoke to your organization.

01 Establish preliminary goals



02 Review data

02

Utilization reports (medical, pharmacy, workers' compensation, EAP, Telehealth)

Plan documents (plan design, contracts)

Stage data (census, job descriptions, medical, pharmacy and workers' compensation claims)

03 Map where utilization and claims are highest



Location
Department
Job class

04 Custom-target programing by leading indicators

04

Employee training on behavioral health and indicators of problems

Management training and coaching

Onsite counseling and consultation

05 Identify opportunities for savings



Overpayment recovery
Prospective savings

About CCA

Since 1984, CCA has been helping organizations improve individual and organizational performance by supporting management, HR, and employees through counseling, learning and development programs, executive coaching, and consulting. Your HR needs aren't one dimensional. Neither are our solutions. Our multifaceted approach ensures we see the big picture, enabling us to provide the best solution to maximize your workforce potential.

HEALTHCARE CLAIMS DIAGNOSTICS

The cost of healthcare has risen exponentially over the years, and it's more important now than ever to ensure that healthcare plans are being managed in the most efficient manner possible.

CCA Analytics, a partnership between CCA and HR Best Practices (HRBP), has developed a data platform to enable employers to recover millions of dollars in eligibility-based and claims-based overpayments, while containing and avoiding millions of dollars in healthcare costs. Our shared, diverse roster of clients includes the Port Authority of New York and New Jersey, NYU Langone Health, MetLife, Staples, and the Unified Court System of New York, to name a few. In response to growing demand, we've expanded the reach of our highly acclaimed diagnostic solutions and are committed to helping even more employers realize a significant return on their investment.

January February March April May June July August September October November December



CCA DIAGNOSTIC PROCESS AND METHODOLOGY: DATA ANALYTICS


In order to ensure maximum savings, we leverage disparate data and convert it into actionable information. Analytics play a key role in that they allow us to identify hotspots for targeted intervention and return on investment. Our highly customizable offerings include:

- Dependent eligibility auditing
- Employee eligibility auditing
- Working spouse auditing
- Medical claims auditing
- Rx claims auditing
- Stop loss auditing
- Care management auditing
- Disease management/wellness auditing
- Workers compensation auditing
- Analytics
- Utilization review

Through a comprehensive data analysis, we discern patterns in health care usage—which company-sponsored benefits members are using most, the most pervasive and acute needs across the organization, and which locations, departments, or job classes account for the highest healthcare spend and utilization. We understand that, historically, healthcare plans have never been managed 100% accurately. We don't think that's acceptable. That's why our expert analysts are highly skilled in identifying gaps as additional areas for savings. Whether providing services to those who aren't covered, sanctioning procedures that aren't part of the plan, or allowing for more expensive versions of prescription medications, we find these holes and seal them up. Examples of other areas for savings include:

- Direct intervention/targeted care
- Overpayment for services and medications
- Plan oversight (mismanagement)
- Behavioral change (supporting healthy habits and healthy work environments)





Take the next step to reduce unnecessary spending.



CCA AND HRBP: AGGRESSIVELY CONTROLLING HEALTHCARE COSTS

Drawing on over three decades of business experience and behavioral insight, CCA provides comprehensive support for HR, management, and employees through OD consulting, learning and development, coaching and enhanced EAP. Since 2001, hundreds of employers have retained HRBP for healthcare benefits auditing and cost management services.

By partnering with HRBP and their diagnostic experts, CCA is able to help clients address their most pressing people issues, while also helping to lower healthcare costs, increase the value of their healthcare offerings, and realize even greater savings through data-driven auditing.

We understand healthcare benefits—from administration, to utilization, to claims payment integrity—and we leverage that understanding to help generate substantial savings for our clients. Our self-insured clients typically realize a 3-8% percent savings of their total healthcare spend. What's more, our insight into the issues that can impact audit results guide us in designing solutions that are both adaptable and sustainable.

Contact us to learn how we can support your organization:

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