

Driving Record Recoveries, Accelerating Compliance

California Third-party Liability



- **25-year** partnership
- **\$200M** recovered in FY 2022
- **4-Month** CMS certification success

Gainwell Technologies serves the state of California across several facets of Medi-Cal, the state's Medicaid program covering approximately one-third of Californians.

For 25 years, Gainwell has partnered with the California Department of Health Care Services' (DHCS') Third-party Liability (TPL) division to conduct coordination of benefits processes that protect the state as the payer of last resort. Approximately 2.8 million or 18% of Medi-Cal beneficiaries have other health coverage (OHC) through Medicare, an employer-sponsored plan or other source of commercial health insurance.

In California, Medicaid managed care plans are responsible for managing coordination of benefits, with OHC data supplied by the state. Gainwell identifies other sources of health coverage for Medi-Cal beneficiaries by matching individuals and associated claims to the primary payer, applying a robust data validation process to ensure the integrity of each match. TPL services can be conducted pre- or post-payment; in California, Gainwell partners with DHCS on a post-payment basis.

In fiscal year 2021/2022 alone, we recovered nearly \$200 million for DHCS, breaking down to approximately \$46 per member per year (PMPY) for California's fee-for-service population and \$6 PMPY as a come-behind to the state's managed care TPL recovery programs. These results reflect the highest one-year recoveries on record for the state.

Achieving Outcomes, Demonstrating Compliance

In 2021, the Centers for Medicare and Medicaid Services (CMS) began piloting its new Streamlined Modular Certification (SMC) process to advance the agency's outcomes-based certification efforts for Medicaid Enterprise System modules. SMC compliance is a condition for enhanced federal funding.

In April 2021, DHCS was notified of this condition and the need to demonstrate compliance by mapping CMS-required, state-specific outcomes to agency projects. The state commenced the certification process in partnership with Gainwell, focusing on outcomes related to post-payment recovery. With the support of Gainwell, DHCS was easily able to provide recovery figures down to each quarter and clearly demonstrate the process for identifying carriers and claims for recovery.

Armed with a year's worth of data and conducting dry runs with the team's technical counterparts at Gainwell, DHCS was well prepared for its presentation to CMS, securing SMC certification within just four months of the state's decision to pursue it.

About Gainwell

Gainwell Technologies is the leading provider of digital and cloud-enabled solutions vital to the administration and operations of health and human services programs. With more than 50 years of proven experience, Gainwell has a reputation for service excellence and unparalleled industry expertise. We offer clients scalable and flexible solutions for their most complex challenges. These capabilities make us a trusted partner for organizations seeking reliability, innovation and transformational outcomes. Learn more at gainwelltechnologies.com.

