Sherlock Case Management

Given the uniqueness and complexity of every business environment, there are simply no Case Management solutions available in the market that fully meet customer requirements out of the box without significant customization. Instead, a better approach to build a successful Case Management system is to integrate best of breed, proven commercial off-the-shelf (COTS) technologies and develop these technologies as needed to meet organizational needs. Our approach is to employ COTS Customer Relationship Management (CRM) software and tailor it to provide the user interfaces, data interfaces, and workflows needed to meet unique project requirements.

Sherlock’s Case Management solution delivers transactional, analytical, and engagement features to support complex, multi-constituent workflows and data interaction. It standardizes and automates information across multiple data sources effectively, efficiently and responsively. The solution supports full-event historical reconstruction, capturing all actions and decisions from case inception to closure, and quantifying the results. Moreover, the Case Management framework allows users to create customized reports to meet their specific needs. This allows users to gather and analyze data and to present information using charts and reports enabling interactive exploration of the information. Our solution enables users to:

• Perform complex analysis quickly and easily to get to the “why” behind an event or action to improve trend recognition.
• View and analyze data relationships graphically and change displays easily.
• Explore large complex data sets using drag-and-drop techniques.
• Drill down through increasing levels of detail and view by different dimensions, such as claims per state.
• Identify anomalies that could turn into significant audit issues.
• Research in more depth and analyze data more effectively.

Using the Sherlock Case Management framework, users benefit from increased productivity, better collaboration, easier access to information relevant to their case, more timely information delivery, and simplified reporting. Users can create reports more rapidly and improve tracking of information.

Sherlock Case Management Highlights

Centers for Medicare & Medicaid Services (CMS) Data Engine

Sherlock’s Case Management solution supports the Centers for Medicare & Medicaid Services (CMS) and its effort to combat Medicaid fraud, waste, and abuse. Specifically, with the ability to track and manage fraud detection data analysis, potential targets, and the ongoing audits, it provides CMS and other investigating agencies a single graphical user interface to identify, vet, and audit suspect claims and providers, and track the status of those claims and providers throughout that process. Using this solution, the business process is automated where possible to optimize the process and to increase the effectiveness. By providing a single comprehensive view, Sherlock’s Case Management solution provides a more complete and accurate picture allowing CMS and investigative agencies to make better decisions.

Program Integrity and Technical Assistance System

The Division of Field Operations required the Sherlock Case Management team to develop and deploy the State Program Integrity Review System (SPIRS) and Technical Assistance Review System (TARS). SPIRS and TARS are customized case management capabilities that support an efficient assessment of states’ Medicaid program integrity efforts, including compliance with federal statutory and regulatory requirements. SPIRS and TARS track a multitude of information for review and analysis. The tracked reviews are comprehensive, including examination of provider enrollments, provider disclosures, program integrity, managed care, and the states’ relationships with the Medicaid Fraud Control Unit.

Sherlock Case Management Resources

The Sherlock Case Management team has varied and extensive experience using homegrown and best-of-breed COTS software to develop case management solutions. The team innovatively customizes and integrates homegrown and COTS software to meet the needs and expectations of its customers. As such, the Case Management team strives to provide flexible solutions that will allow customers to remain agile and competitive in the ever-changing business climate.

For More Information

Please visit http://sherlock.sdsc.edu