



Medicaid Evolution with IT

Anand Laxman Mhatre

Email: anand.mhatre@gmail.com
Medicaid and Information Technology

ABSTRACT

Medicaid has a long history in the United States, and the penetration of information technology has yielded results. This white paper aims to address ways to increase the value of IT for operations, patient care, and resources in Medicaid. In assessing various technological solutions, strategies, initiatives, and projects, we consider how they impact service delivery and the receipt of healthcare outcomes by vulnerable populations.

Keywords: Services delivery, Medicaid, Information Technology/Health Care, Organization Effectiveness, Patient Experience

INTRODUCTION

Medicaid, which began in 1965 to the present, has continued to be a source of health services for millions of eligible low-income workers in the United States of America. The program has been for many years now operating and facing problems like bureaucratic problems, shortcomings in the provision of the services, and unfair treatment in the provision of the services. However, since we already have the technology, particularly in data storage and communication, Medicaid is already undergoing a revolution that will assist in addressing these issues. As more innovation is established in the healthcare system, it is important to find out the impact of this innovation on Medicaid.

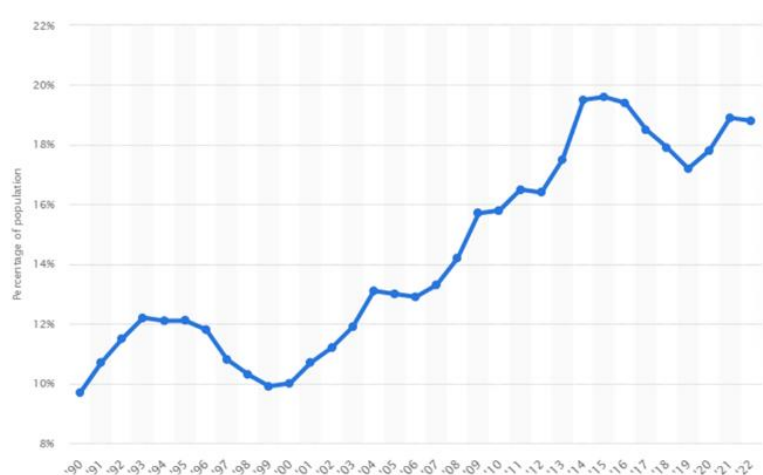


Figure 1: Percentage of people covered by Medicaid in the United States from 1990 to 2022

PROBLEM STATEMENT

Predominant features of pre-ACA Medicaid have included questions relating to access, cost, and the dearth of data on patient satisfaction. These slow down the timing of achievable services, open chasms in virtuous health advances, and amplify all-embracing healthcare prices. This creates many repeat activities and service delivery errors, hence displaying an important need for technological fixes.

SOLUTION

In response to these problems, the adoption of numerous IT solutions has been suggested and implemented, such as electronic health record systems, telemedicine services, and data analytical systems. This means that the technologies not only help simplify processes but also increase information-sharing among all stakeholders, from the providers to the end users. Due to data analytics, Medicaid can deliver patient-centered care to its beneficiaries and prescribe appropriate, timely interventions.

USES

It is integrated within Medicaid and hence performs several important roles. First of all, electronic health records eliminate information gaps between multiple providers, and no unnecessary consultations are required. Secondly, the use of telehealth platforms has increased reach in society, especially in rural areas or remote areas, thus making it easier for beneficiaries to be attended to without worrying about issues with transportation or distance. Third, data analysis helps Medicaid administrators on the best course of action considering policy changes and resource management. To succeed in this, claims data and patients' results are used so that the stakeholders can determine which strategies can be used for the improvement of the program.

IMPACT

In this paper, several themes show how IT has affected the delivery of Medicaid. Expanded data exchange capacity reduces the overhead expenses by compensating for the development of a number of forms, for example, claims and eligibility verification. Additionally, telehealth services have been postulated to enhance patient participation and compliance with an individual's treatment regimen and route to improved health. Using predictive analytics can help Medicaid increase its insight into patient groups or demographics, optimize intervention strategies, and even distribute resources. Therefore, the probability of gains in population health and healthcare inequities also increases. Also, the extent of cost reduction that comes with integration of it is remarkable. Outsourcing simple administrative functions can lead to massive cuts to labor costs and substantial decreases in errors arising from manual intervention, which, in the end, improves the regimes involving Medicaid's financial health and its budget feasibility. In a research study, there is up to a 20% reduction of administrative charges discovered in the state that adopts advanced IT solutions. Such funds can be channeled into improving the care being given to beneficiaries in the health sector, thus developing a sound funding model. In addition, there is increased efficiency in care delivery, which may reduce hospitalization; hence, other costs are prevented in the system.

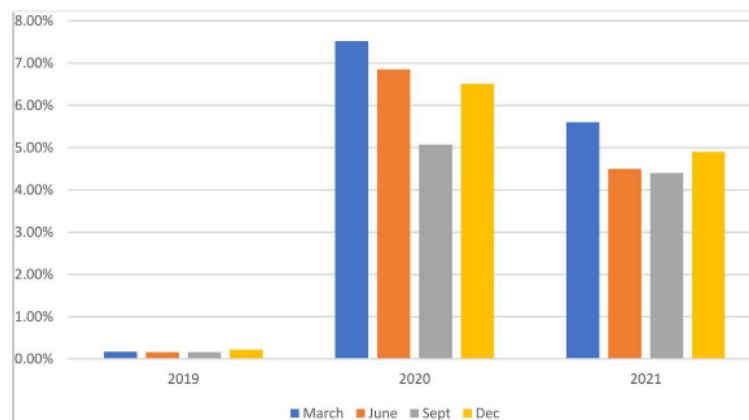


Figure 2: Telehealth claims (as a percentage of all claims) in the United States from 2019 to 2021, based on FAIRHealth reported claims data, which includes participating Medicare and private insurance plans.

SCOPE

Over time, as more and more entities become involved in the Medicaid process, the goals of IT integration are now reaching well beyond efficient administration. Increased efficiency and effectiveness in carrying out healthcare functions are in store for the future, besides embracing hi-tech tools like AI and ML for modeling care delivery systems and using them for forecasting patient outcomes. As these technologies progress, there is an opportunity to make the Medicaid archetype better, opening the way to a model welfare state healthcare system. More studies and analyses are required to more precisely consider the potential consequences and effective integrational application of the mentioned innovations during future work.

CONCLUSION

Medicaid's further development continues due to integration with IT, and its development can be considered a triumph for providing low-income citizens with access to quality healthcare. Given that technological solutions are now targeting integrated delivery system inefficiencies, Medicaid beneficiaries have enhanced care coordination

and participation. IT tools have also improved operational flow, ramped up data analysis, and opened telehealth doors, making the healthcare system one that is properly prepared to adapt and grow.

Achieving its goal as a healthcare program means that Medicaid has to continue changing; hence, a need to encourage a close working relationship between policymakers, healthcare institutions, and IT solution providers. Establishing best practices and thus ensuring that IT integration delivers sustainable benefits is important. However, there are concerns that equitable access to technology must be promoted in order to prevent the widening of the health equity gap.

The future of Medicaid relies on the advanced use of nowadays technologies, including predictive analytics, artificial intelligence, and blockchain, to change the management of the program and patient experience. However, there is still much work to be done and the possibility for innovation through technology should not be underestimated for Medicaid. Further studies and discovery of IT solutions in improving the healthcare systems will be helpful in enhancing the process, in decision-making about policies as well as in assisting Medicaid to address the needs of the beneficiaries in the future.

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