



## SAS® helps federal agency identify and recover millions of dollars in fraudulent claims

Charged with analyzing employee health benefit claims, an agency uses SAS to detect and prevent fraudulent cases within the medical bills of 9 million federal employees and their families. The agency uses SAS as part of a portal that makes it easy to manage and analyze large amounts of data.

### Industry

Government

### Business Issue

Increase the speed in which the agency could analyze audit data to identify instances of fraud, waste and abuse in employee health benefit claims.

### Solution

SAS provides a Web-enabled application to combine, analyze and share claims information that:

- Enables auditors and agents to search for fraud and payment errors.
- Identifies duplicate payments, claims not coordinated with other insurance, overpaid assistant surgeons and a variety of other types of claim payment errors.

### Benefit

- Recovered millions of dollars in overpaid claims in five years.
- Experienced 50 percent time savings on benefit claim reviews.
- Freed auditors' time to perform more reviews and more comprehensive analyses.

“We can instantly access data and generate reports in 30 minutes. Before, you’d have to make a request to a programmer, which was a two- to three-step process that could end up taking days.”

**Federal Data Warehousing Project Manager**

## At A Glance

### Challenges

- The agency needs to provide state-of-the-art human resources management leadership, services and tools for federal agencies. It is also responsible for conducting a nationwide audit program on the more than 400 health insurance companies that service its employees. To perform these audits, healthcare data is requested from insurance carriers and analyzed based on several criteria, including: procedure and diagnosis codes, payment errors and improper coordination of benefits within third-party insurers. Historically, this analysis was mainframe-based, and all requests for reports, sampling or queries were run through one or two programmers.

### Searching for efficiency

- Agency officials wanted a more user-friendly and efficient way to manage and analyze the data. They started with a pilot utilizing SAS to customize a Web-enabled application to analyze the healthcare data. SAS provided a simple audit instrument that is accessible to appropriate agency users.

### Finding new uses

- The agency has added an information portal with customized views based on the user group – auditor vs. investigator. SAS is also used to deliver subsets of data that can be reported using the agency’s existing Microsoft tools.

### Achieving real time savings

- “Not only has our report time decreased, but we have increased flexibility - auditors can produce, select and customize the new reports and download the files from their own computers. SAS also gives us more flexible and effective ways to use new technologies that enable us to do more analysis and reporting,” says the agency’s data warehousing project manager.

### Streamlining the process

- With the time saved, the agency is better equipped to assess the accountability of healthcare carriers, making it as effective as possible for participants. “The efficiency of the reporting and the fact we can process our own information without waiting on the backlog of programming requests is exciting for the users and a capability we hope to apply to future applications,” says the project manager.

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