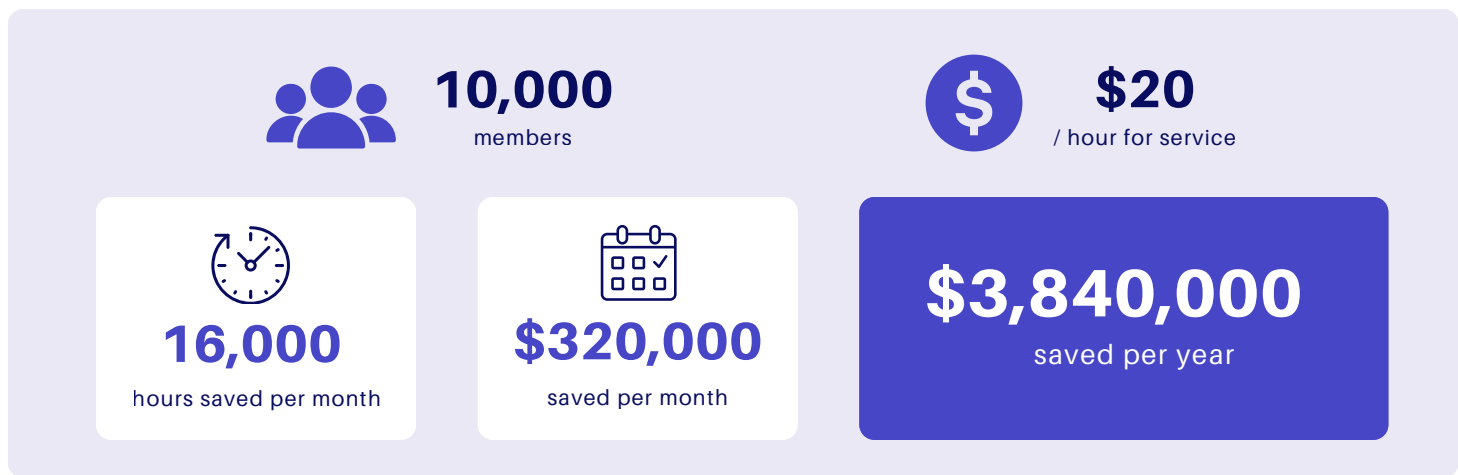# Utilization Rate Case Study

QCSS HEALTH

The Challenge ⌄

A health plan with 10,000 MLTSS members was facing challenges with inconsistent hour allocations and coding for ADLs and IADLs. Not only were assessors applying varying clinical judgment to time recommendations, but the codes entered into the system often didn't match those documented in the assessments. This created discrepancies between assessments and service plans, leading to misalignment between reimbursement and member acuity/care. Combined with high utilization rates, this misalignment placed added strain on the plan's budget and operational efficiency. The plan recognized the need for a more reliable and supportive approach for its clinical team. They were seeking a solution to help enhance consistency in time allocations, reduce subjectivity, and improve service planning across assessors.

The Solution ⌄

QCSS Health implemented the Time-Tasking Validator product with this client to improve their utilization pain points. Time-Tasking Validator works in real time to guide assessors, ensuring ADL and IADL hour allocations align with state-specific guidelines and clinical best practices. Our solution automatically flags discrepancies between assessments and allocated hours, prompting suggestions to address before they impact the service plan or reimbursement. Additionally, if allotted hours exceed established guardrails, a supervisor review is required before approval, ensuring oversight and consistency across all assessors. We also configured the solution to reflect the health plan's internal policies and workflows, enabling assessors to work efficiently while maintaining accuracy and alignment for each member.

10,000
members

$20
/ hour for service

16,000
hours saved per month

$320,000
saved per month

$3,840,000
saved per year

Conclusion ⌄

QCSS Health's experience supporting MLTSS programs and our focus on assessment and service planning workflows allowed us to design a solution that supports clinical decision-making without adding friction. Our Time-Tasking Validator empowered assessors with real-time support and helped the plan gain greater oversight, improve consistency in service planning, and ensure alignment with reimbursement.

Discover how we can help your team improve consistency and confidence in care planning.
Schedule a demo or contact us today.