DATA-DRIVEN SOLUTIONS FOR IMPROVING THE CONTINUING DISABILITY REVIEW PROCESS

Alexandra Constantin, Julia Porcino, John Collins and Chunxiao Zhou

BACKGROUND

- SSA conducts periodic medical continuing disability reviews (CDRs)
- CDR frequency depends on beneficiary's likelihood of medical improvement
- CDR predictive model used to estimate likelihood of cessation
  - Only 5–6% of full medical reviews end in cessation of benefits
  - CDR process yields a savings-to-costs ratio averaging more than $10 to $1
- CDR backlog contains 1.3 million cases
- Overpayments estimated to be between $1-3 billion

RECOMMENDATIONS

- New data acquisition efforts
- Data analytics and predictive modeling
- Dynamic prioritization queue for optimizing processing of new and backlogged CDR cases under funding constraints
- Investment in Information Technology for data acquisition, access, consistency, and integrity

NEW DATA ACQUISITION

1. Acquisition of periodic Work Disability Functional Assessment Battery (WD-FAB) Scores

2. Development of a web-based application for evidence collection

3. Automatic collection and leveraging of electronic medical records

DATA ANALYTICS AND PREDICTIVE MODELING

1. Text mining and predictive modeling to improve medical diary designations

2. Setting individualized diary dates

3. Checking adherence to prescribed treatment

DYNAMIC PRIORITIZATION QUEUE FOR PROCESSING CDR CASES UNDER FUNDING CONSTRAINTS

1. Prioritize CDR workload assignments

2. Use the queue to inform yearly CDR funding decisions

3. Re-prioritize cases in the queue in light of new information

INVESTMENT IN INFORMATION TECHNOLOGY FOR DATA ACQUISITION, ACCESS, CONSISTENCY, AND INTEGRITY

1. Data modernization and integration through a global, agency-level Enterprise Data Environment (EDE)

2. IT infrastructure modernization to support the creation of the EDE