

Disability Determination Services

Overview

*for*Health™
CONSULTING
at UMass Chan
Medical School

When an individual with a disability seeks access to benefits, they need an objective evaluation to confirm eligibility for benefits under state and federal Medicaid programs.

Medicaid agencies may need additional resources and/or expertise to make objective disability determinations; without these supports, they may experience lengthy processing times, incorrect decisions, and the need for costly independent medical examinations.



ForHealth Consulting™ at UMass Chan Medical School can partner with you to provide expedited processing times, accurate decisions, and cost-effective methods to help ensure Medicaid agencies—and their members—receive prompt and appropriate disability determinations.

We have an extensive team of disability determination experts with an intricate understanding of state and federal regulations. Our team is complemented by a workforce of specialty physicians, psychologists, registered nurses, rehabilitation counselors, and other allied health professionals who specialize in disability determinations. Additionally, as part of a medical school, we have vast access to additional resources and clinical knowledge if needed.

HERE'S HOW WE CAN SUPPORT YOU:

Better Access

Our team completes an average of 40,000 clinical eligibility disability determinations per year. Our experience and expedience result in accurate and timely determinations, meaning eligible applicants can access their benefits more quickly and Medicaid agencies have high-quality information for appropriate decision-making with less likelihood of potential waste.

Better Knowledge

Our team has created disability determination guiding principles and best practices that direct shared decision-making with each client. With almost 30 years of experience working for multiple states, we proactively problem-solve and anticipate and mitigate obstacles for our clients.

Better Performance

Our Medicaid evaluations exceed a client contractual benchmark of 45 days, significantly less than Federal Medicaid regulations which require disability eligibility determinations be completed within 90 days.¹ We reduce timelines and cost by relying on medical records, which use the objective medical evidence provided by the clinicians who have been treating the applicant for their disability, to make our determination and not on expensive consultative examinations.

Timely decisions need to be high-quality with superb and high-touch customer service. Over the past four years, our applicant surveys show an average 96 percent satisfaction rate with our services, including courtesy and respect, and ease and simplification of the application process.

Why Choose ForHealth Consulting?

- **Timely.** Our internal team of clinicians is highly trained in disability determinations and provides accurate disability determinations in significantly less time than our competitors, or state or federal review teams. This means applicants receive decisions more quickly and organizations do not develop a backlog of cases.
- **Accurate.** Our “holistic view” approach to disability determinations is largely based on the totality of the disability applicant’s available medical records. We leverage longitudinal evidence from the applicant’s own treating providers, which is generally conducted by an independent assessor with no prior clinical relationship with the member or their treatment team.
- **Comprehensive.** We can conduct disability evaluations “in-house” using our full spectrum of health specialty clinicians, who have the required training and knowledge on the disability determination process.
- **Streamlined.** With our depth and breadth of expertise, we have created streamlined processes and supportive infrastructure to help disability determination units expedite time and maximize financial resources.

At ForHealth Consulting, we know that to make healthcare truly equitable, effective, and accessible, we need to address every aspect of the system—how we pay for it, how we manage information, and how we deliver quality care to everyone.

Most of all, we believe in diversity and inclusion, and the power of a shared purpose; together, we can make healthcare better. Better for all of us.

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¹<https://www.medicaid.gov/federal-policy-guidance/downloads/cib050924-comb.pdf>