

Healthcare's Digital Transformation: Tech Trends Shaping Analytics and Outcomes in 2022 and Beyond

Presented By:

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We are a network of health care professionals addressing the challenges posed by the emerging landscape of value-based care and government health care reform.

OUR MISSION

Our mission is to provide a community for like-minded professionals to come together for networking, education, and industry collaboration to stay ahead and advance their careers.

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ASK YOUR QUESTIONS IN OUR DISCUSSION BOARD



Vinitha Ramnathan

Senior VP of Product



Amber Harris

Director of Risk Adjustment



Mike Sloan

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Presentation Agenda

1 Digital Transformation: From Buzzword to Industry Imperative

2 Streamlining Your Approach: From Silos to Simplicity

3 Advanced Analytics: From Insights to Interventions

4 Factors of a Successful Partnership: From Problem Solver to Problem Finder



Digital Transformation: From Buzzword to Industry Imperative



Digital Transformation in Healthcare

A new way to deliver care, improve processes, and meet the ever-changing needs of patients.

In a recent survey of technology executives overseeing 25 health systems, the digital imperative was clear.

92%

Cited better patient experience as the top desired outcome.

60%

Rated their orgs as midway through the journeys to the ideal digital state.

76%

Reported investments in insights and analytics as a top priority.

7%

In another study, 7% of healthcare & pharma orgs said they had gone digital compared to 15% in other industries.



Would you consider your current risk adjustment program to be in the ideal digital state?

A

Yes

B

Not quite

C

Unsure





How many vendors do you work with to support your risk adjustment program?

A

1 – 2

B

3 – 5

C

5+





I have a clear picture of my data and have tools that allow me to easily identify the most impactful interventions to drive performance.

A

Definitely!

B

Sort of...

C

Not at all. Help!



Streamlining Your Approach: From Silos to Simplicity



Challenges of Working With Multiple Vendors

- Reporting issues

- Compliance challenges

- Visibility into HCCs

- Time consuming

- Tech redundancies/administrative burden

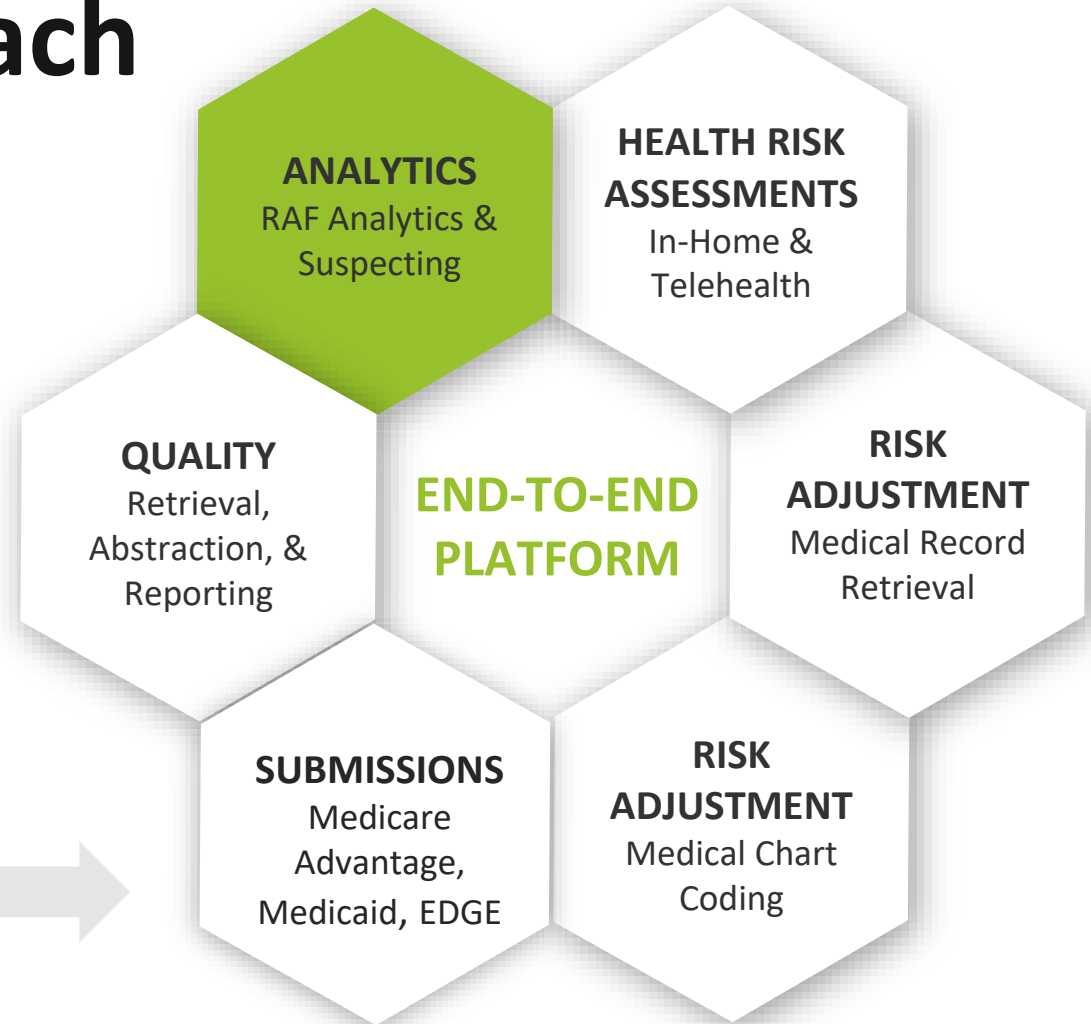
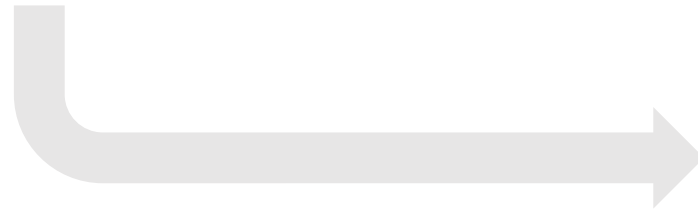
- Lack of measurable goal setting and tracking

Trends in Vendor Consolidation: The Platform Approach

End-to-End Risk Adjustment

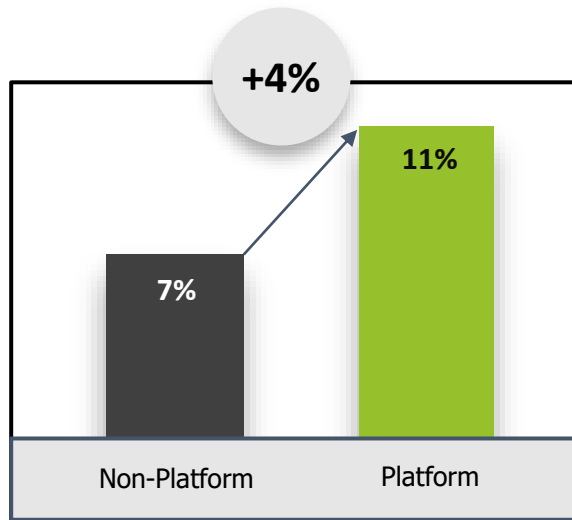
Goodbye fragmented workflows and disjointed data. Hello single solution.

Connect insights across every stage of the risk adjustment lifecycle to improve outcomes for you and your members every step of the way.

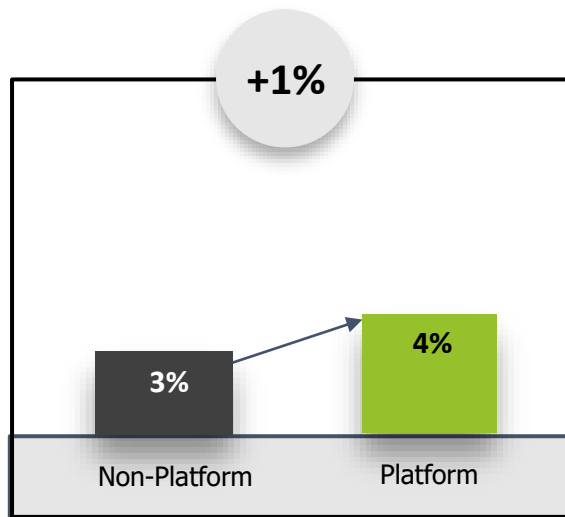


A Better View of Data = Better Performance

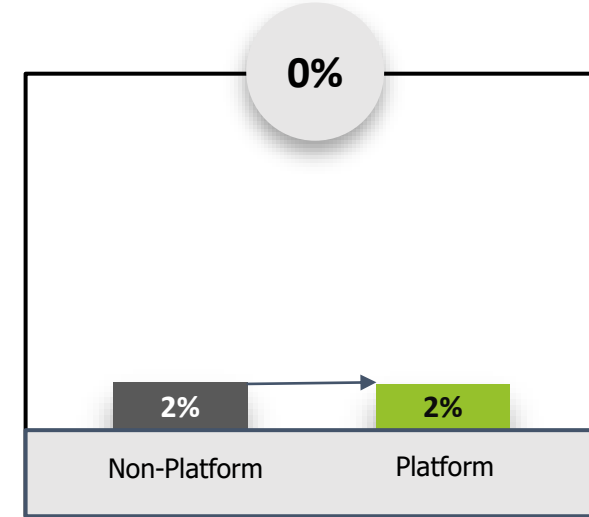
Platform vs. Non-Platform Performance Over a Three-Month Period



***In-Year Changes -
Captured RAF***



***In-Year Changes -
Recapture Rate***



***In-Year Changes -
Members With No Visits***

	Average RAF Score	Members With No Visits	Members With No HCCs	YOY Chronic Recapture Rate
Platform	11%	-2%	-4%	2%
Non-Platform	7%	-2%	-3%	3%

In-Year Changes - Key Metrics

Advanced Analytics: From Insights to Interventions



Using Analytics to Drive Program Performance

Review the current status of your risk adjustment program and how performance compares to prior years and benchmarks.

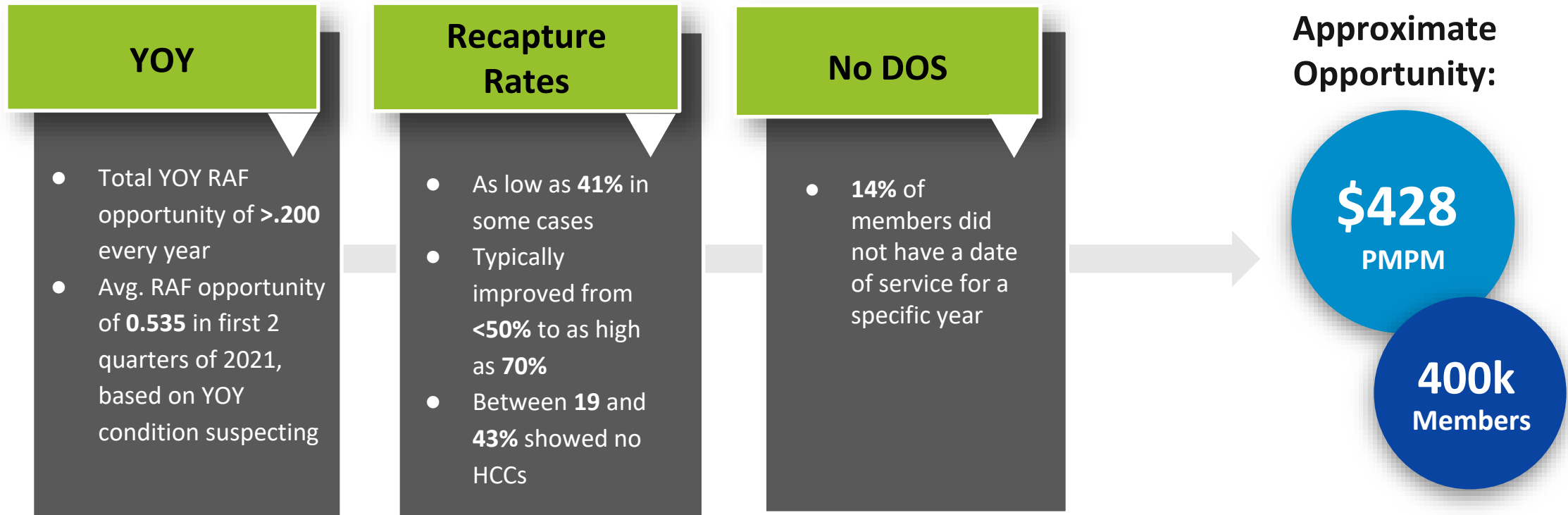
Key Trends Analyzed:

- Average RAF score
- Average RAF opportunity
- Member condition analysis
- Visit completion performance
- Chronic condition recapture rate



The Opportunity: Insights for Improved Interventions

Aggregated Episource Client Case Study – Q2 2021

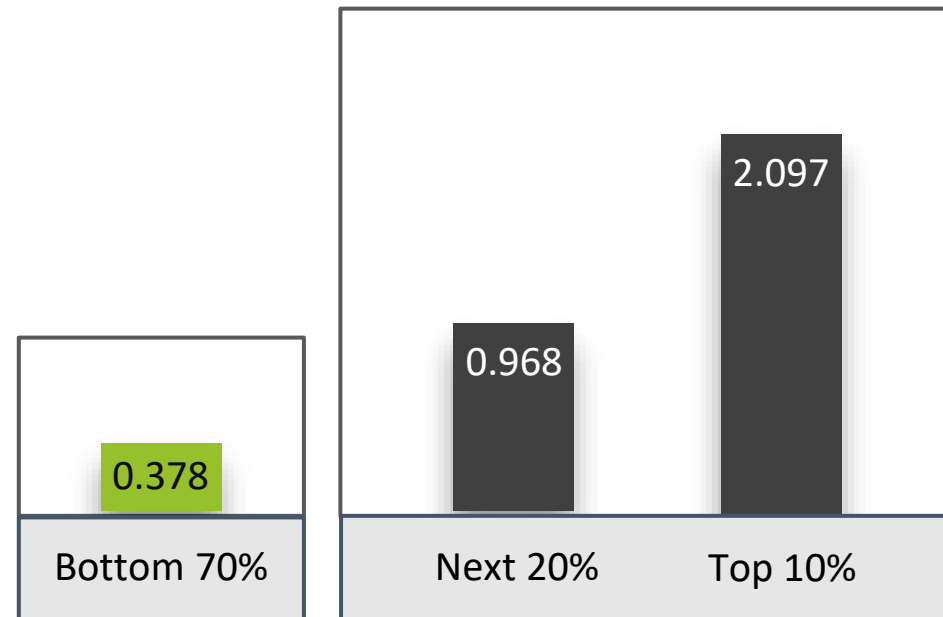


The Intervention: Opportunities to Improve Patient Engagement

Aggregated Episource Client Case Study – Q2 2021

Member RAF Opportunity

Monitor for provider visits and enact engagement campaign within 1-2 quarters



Member Opportunity Segment

Top **30%** of members represent > **60%** of undocumented YOY chronic conditions



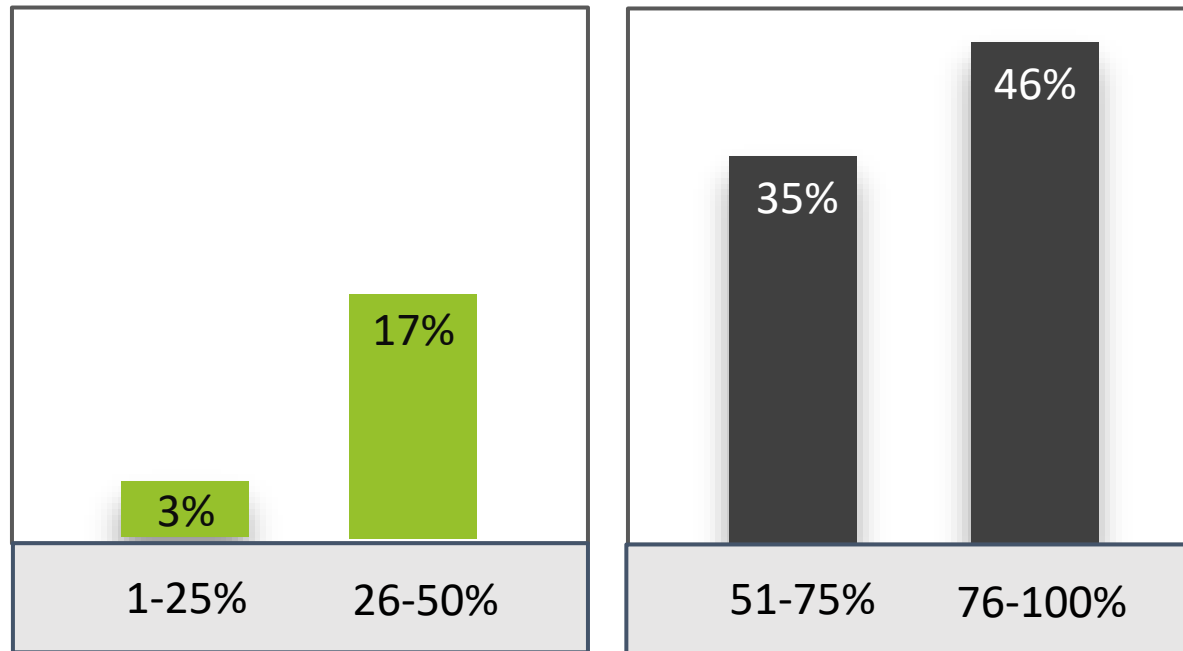
Actively engage with visit completion programs (PCP scheduling, in-home, telehealth) to drive patient care

The Intervention: Opportunities to Improve Provider Performance & Patient Care

Aggregated Episource Client Case Study – Q2 2021

Provider Recapture Rate

Low Recapture Rate:
Assess documentation trends for education opportunity + gap letter campaign



High Recapture/ Low Visit Rate:
Assist providers with member scheduling campaign



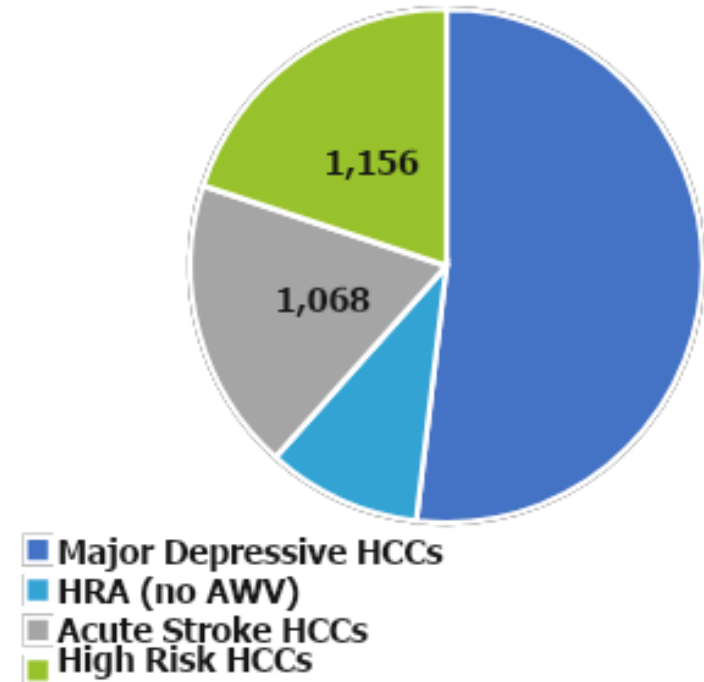
The Intervention: Analytics to Enhance Compliance Measures

Criteria:

- **High-risk HCCs:** HRA or chart only
- **Acute Stroke HCCs:** Professional claims but no additional institutional claim or milder stroke HCCs for member
- **Major Depressive HCCs:** Captured only once in calendar year and no milder depression HCCs captured for member
- **HRA (no AWV):** HRA took place but no AWV with PCP

Solution: Target code reviews on compliance chase list to assess whether diagnosis is supported by documentation

Compliance List Codes



The Outcome: Insights for Improved Interventions

Aggregated Episource Client Case Study: Q2 – Q4 Intra-Year Period



Factors of a Successful Partnership: From Problem Solver to Problem Finder



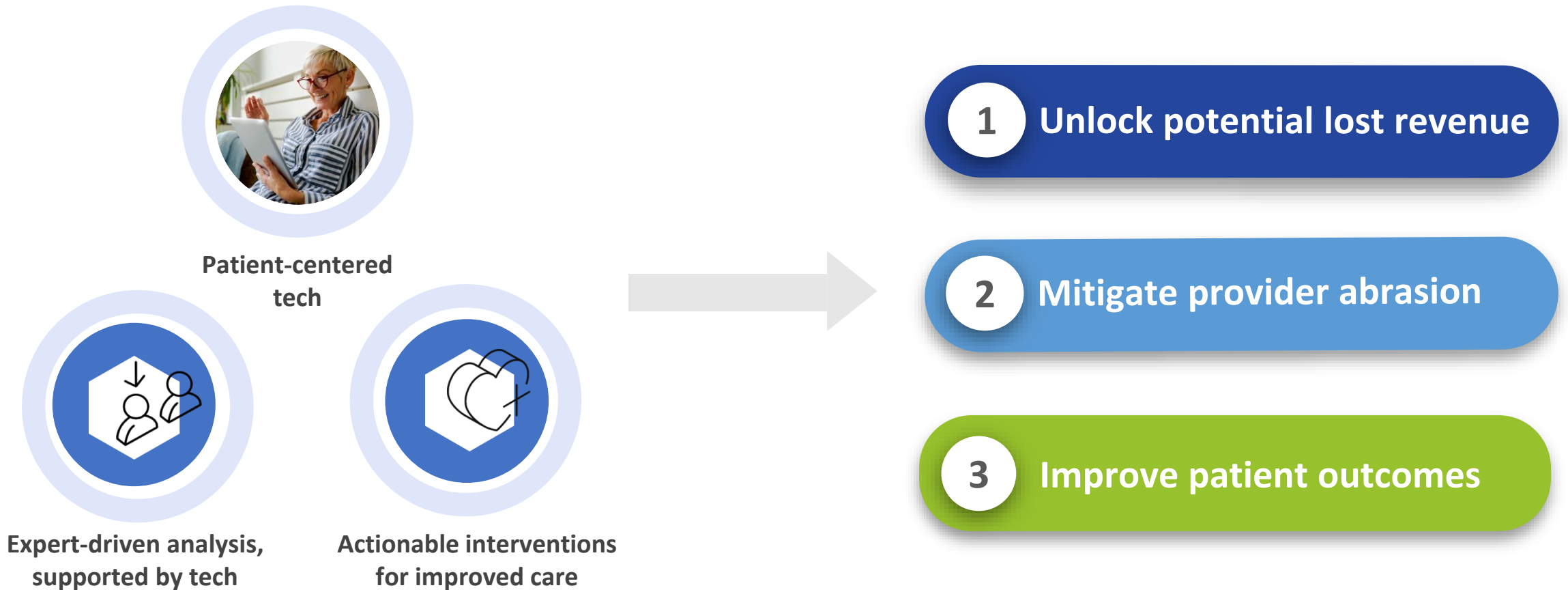
From Problem Solver to Problem Finder

Does your partnership check these boxes?

- Data integration
- Data-driven interventions
- Compliance focus
- Seamlessly execute interventions
- Program tracking

Expert-Driven Tech Made With Your Members in Mind

From disconnected solutions to fully integrated, end-to-end platform performance.



Key Takeaways

- **Digital transformation is accelerating.** If you're not thinking about going digital, you may be risking your ability to help your organization and patients.
- **Using multiple vendors can lead to** data silos and fragmentation, causing disjointed workflows and reducing visibility into key decision metrics.
- **With an analytics-driven platform approach,** you can seamlessly integrate data into a holistic view and uncover actionable insights you didn't know existed.
- **Yesterday's solutions will not solve today's problems.** Partnering with a trusted vendor that offers a single, integrated technology stack can lead to more accurate risk scores, reduced provider abrasion, and improved patient care.

THANK YOU



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