

Integrating Risk Adjustment and Quality into Health Management Workflow

Presented By:

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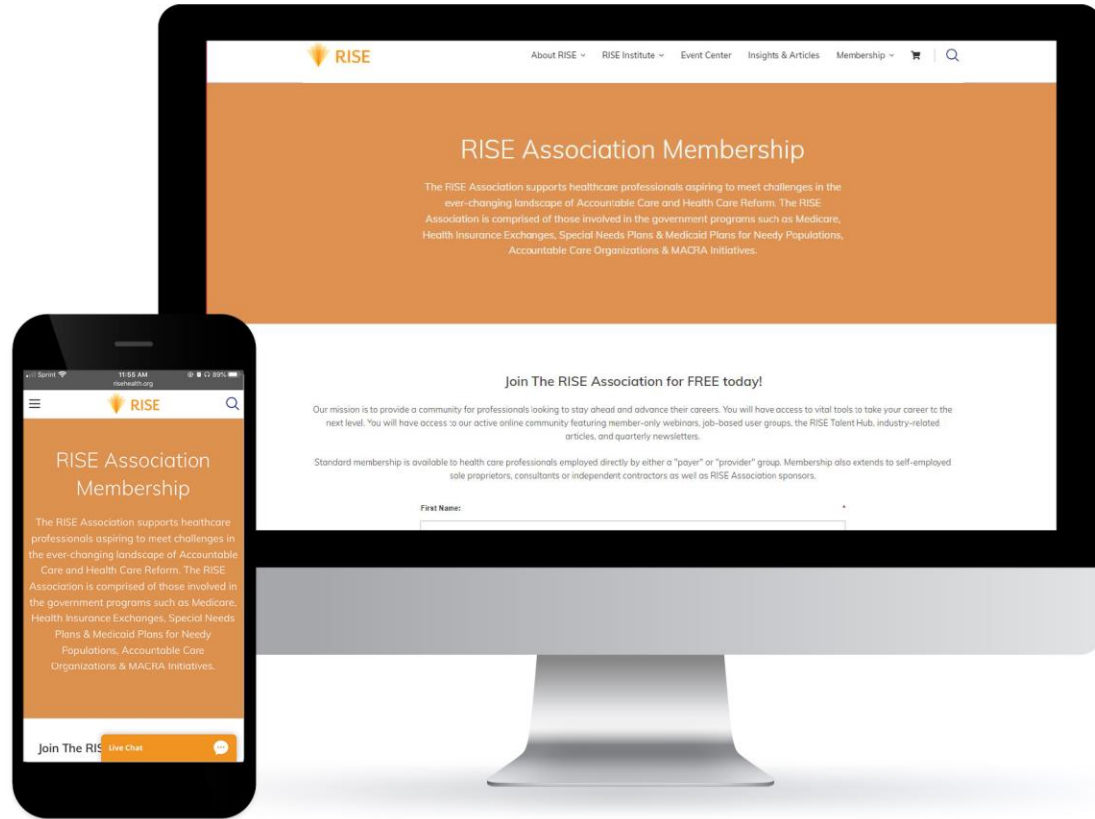
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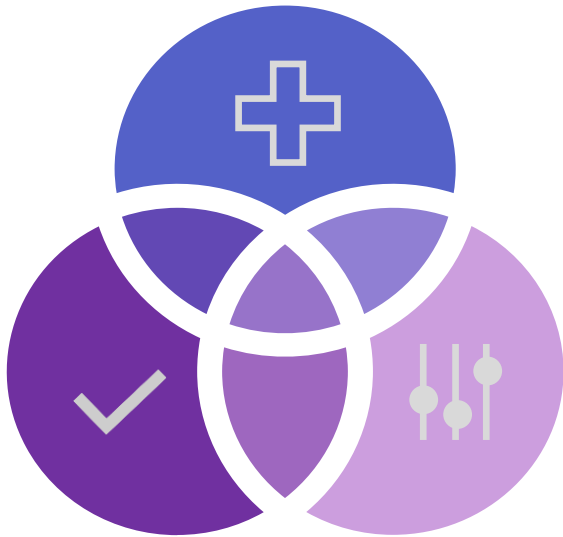
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Agenda

- Advantasure and Symphony: The Story
- Driving Data Integration: Key Concepts
- Challenges: Working Through Obstacles Reaps Big Benefits
- Spotlight: Examples of Integration

Background



Advantasure Delivers Experience and Results for Clients



Re-named in 2018, **Advantasure** has provided technology solutions and services to health plans nationwide since 2015



Over **2.2 million members** served **throughout 27 states** and Puerto Rico



Manages over \$7 billion in risk adjustment-related revenue and over \$300 million in quality-related bonus revenue



Increases operational efficiencies through 99% enrollment accuracy

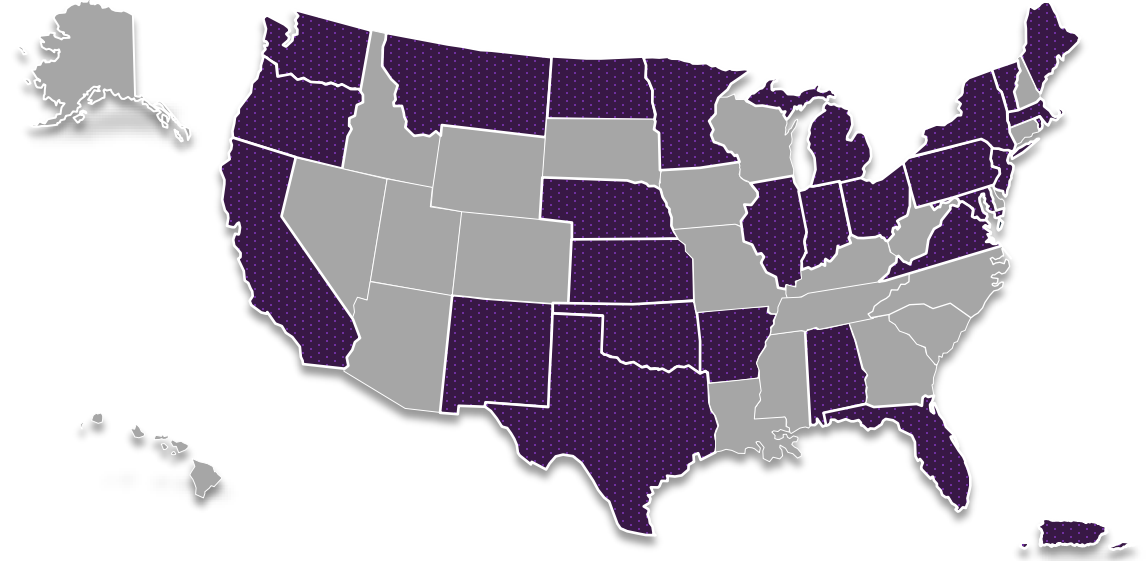


Health Management clients have reported **significant productivity increases**



Solving Challenges for Client Plans

- Strong team with deep knowledge of risk adjustment, health management, core administration and industry drivers
- Innovative, versatile solutions for a range of plans
- Our solutions serve plans with different geographies, population densities, membership cultures
- Full-service and technology platform options



31 clients across 27 states and Puerto Rico

Symphony™ Delivers Dynamic Capabilities

POWERFUL

cloud-native health management engine



DESIGNED

by clinicians for clinicians







INTEGRATED

workflows for UM and CM, appeals and grievances







FLEXIBILITY

through Composer™ workflow model

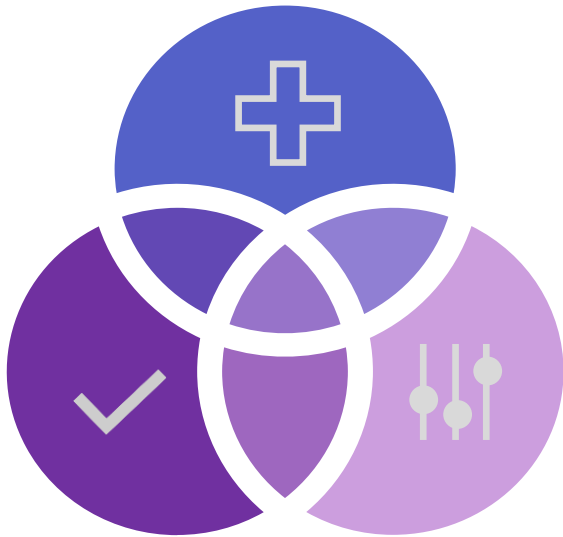
Advantasure Solution Portfolio - Before

Administrative Services Technology Solutions	Administrative Services Solutions	Risk Adjustment Technology Solutions	Risk Adjustment and Quality Services	Health Management Technology	Health Management Services
<ul style="list-style-type: none"> ➤ Claims Platform ➤ Enrollment Platform ➤ Billing Platform ➤ Correspondence Module 	<ul style="list-style-type: none"> ➤ Claims Services ➤ Enrollment Services ➤ Billing Services ➤ Correspondence, Print and Fulfillment ➤ Provider and Member Servicing ➤ Appeals and Grievances 	<ul style="list-style-type: none"> ➤ EDPS/RAPS Submissions ➤ Risk Adjustment BI Reporting and Analytic Platform 	<ul style="list-style-type: none"> ➤ Risk Adjustment Program Management ➤ Provider Engagement Programs ➤ Retrospective Chart Retrieval and Reviews ➤ EDPS/RAPS Submissions ➤ RADV Audit Support ➤ Quality Program Management ➤ Stars Management and Improvement Programs ➤ Stars Data Abstraction 	<ul style="list-style-type: none"> ➤ Third Party Solutions <ul style="list-style-type: none"> ➤ Limited to no integration of Risk & Quality data ➤ Limited configurability of workflows ➤ Limited ability to fuse data across multiple Advantasure silos 	<ul style="list-style-type: none"> ➤ Care Management <ul style="list-style-type: none"> ❖ Case Management ❖ Transitions of Care to Home ➤ Utilization Management <ul style="list-style-type: none"> ❖ Inpatient ❖ Outpatient ➤ Add-On Programs <ul style="list-style-type: none"> ❖ Chronic Condition Care Mgmt ❖ ED Outreach ❖ 24/7 Nurse Line ❖ Health Assessments 

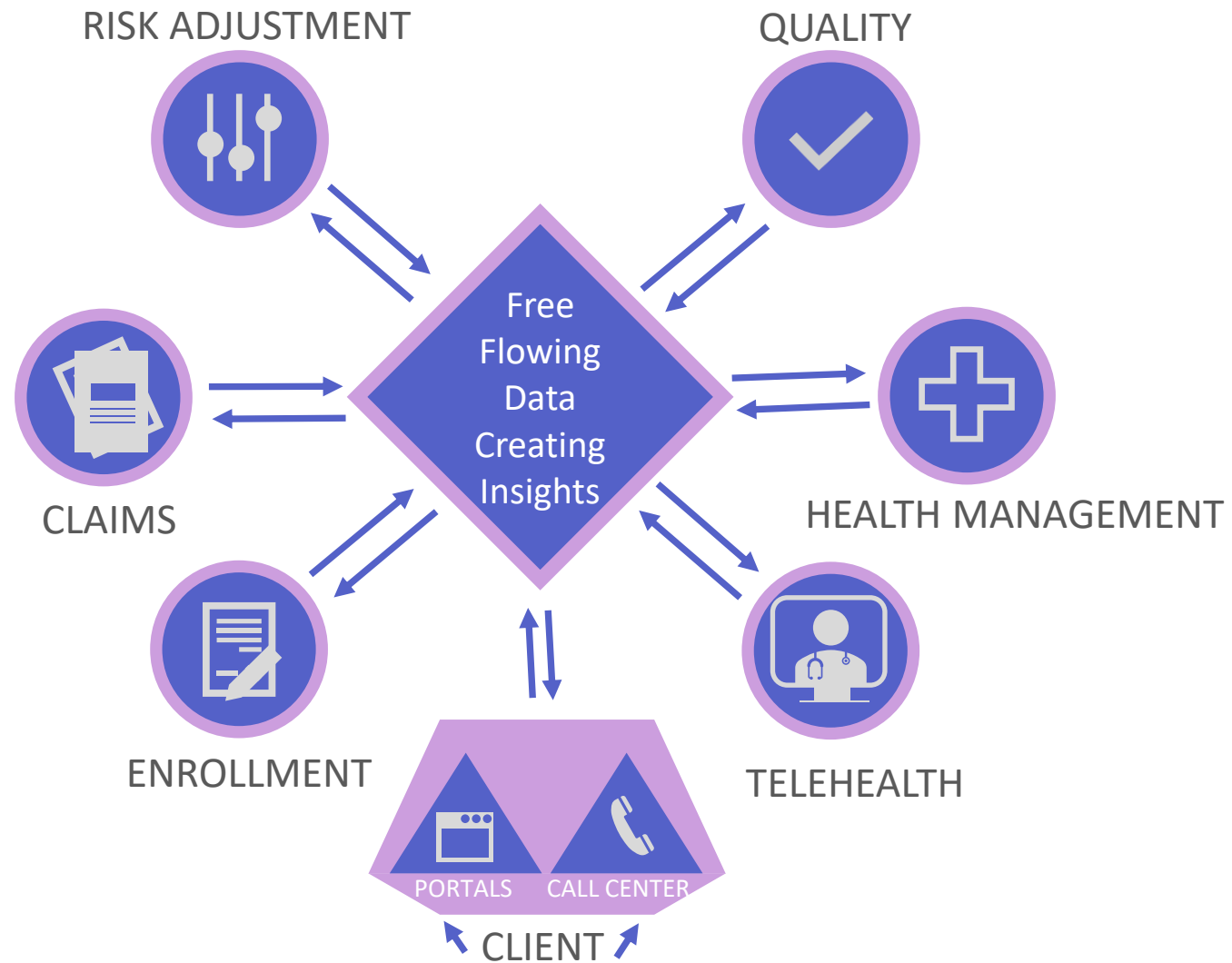
Advantasure Solution Portfolio - Current

Administrative Services Technology Solutions	Administrative Services Solutions	Risk Adjustment Technology Solutions	Risk Adjustment and Quality Services	Health Management Technology	Health Management Services
<ul style="list-style-type: none"> ➤ Claims Platform ➤ Enrollment Platform ➤ Billing Platform ➤ Correspondence Module 	<ul style="list-style-type: none"> ➤ Claims Services ➤ Enrollment Services ➤ Billing Services ➤ Correspondence, Print and Fulfillment ➤ Provider and Member Servicing ➤ Appeals and Grievances 	<ul style="list-style-type: none"> ➤ EDPS/RAPS Submissions ➤ Risk Adjustment BI Reporting and Analytic Platform 	<ul style="list-style-type: none"> ➤ Risk Adjustment Program Management ➤ Provider Engagement Programs ➤ Retrospective Chart Retrieval and Reviews ➤ EDPS/RAPS Submissions ➤ RADV Audit Support ➤ Quality Program Management ➤ Stars Management and Improvement Programs ➤ Stars Data Abstraction 	<ul style="list-style-type: none"> ➤ Symphony Health Management Platform <ul style="list-style-type: none"> ❖ Case and Chronic Condition Mgmt ❖ Population Health Management ❖ Appeals and Grievances ❖ Utilization Management ❖ Specialty Program Management ➤ Configurable across multiple lines of business 	<ul style="list-style-type: none"> ➤ Care Management <ul style="list-style-type: none"> ❖ Case Management ❖ Transitions of Care to Home ➤ Utilization Management <ul style="list-style-type: none"> ❖ Inpatient ❖ Outpatient ➤ Add-On Programs <ul style="list-style-type: none"> ❖ Chronic Condition Care Management ❖ ED Outreach ❖ 24/7 Nurse Line ❖ Health Assessments 

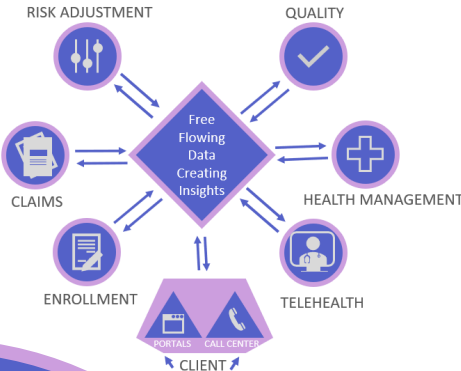
Data Integration



Centralized data



Risk & Quality Integrated into Health Management



Risk Adjustment Data Sources

- Eligibility flags (MMR, MOR)
- HCC risk scores
- Provider contacts

Quality Data Sources

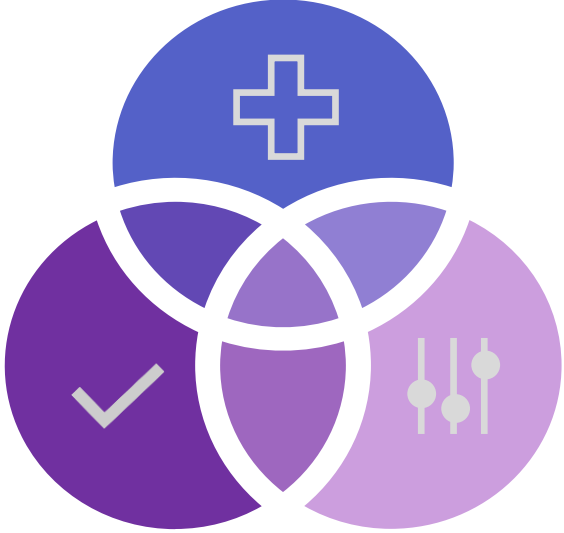
- Star gaps (HEDIS, pharmacy)
- Campaign participation status



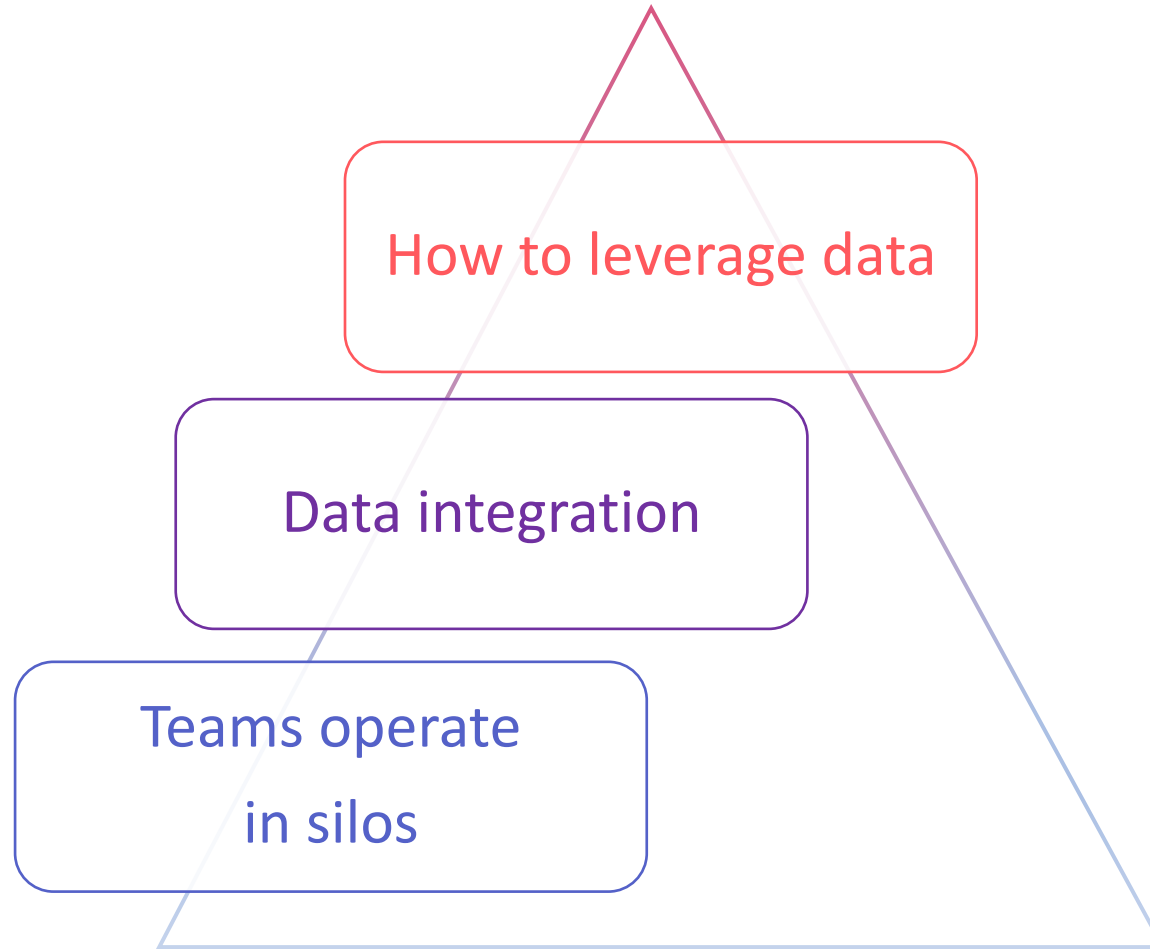
Leveraging Risk and Quality Data



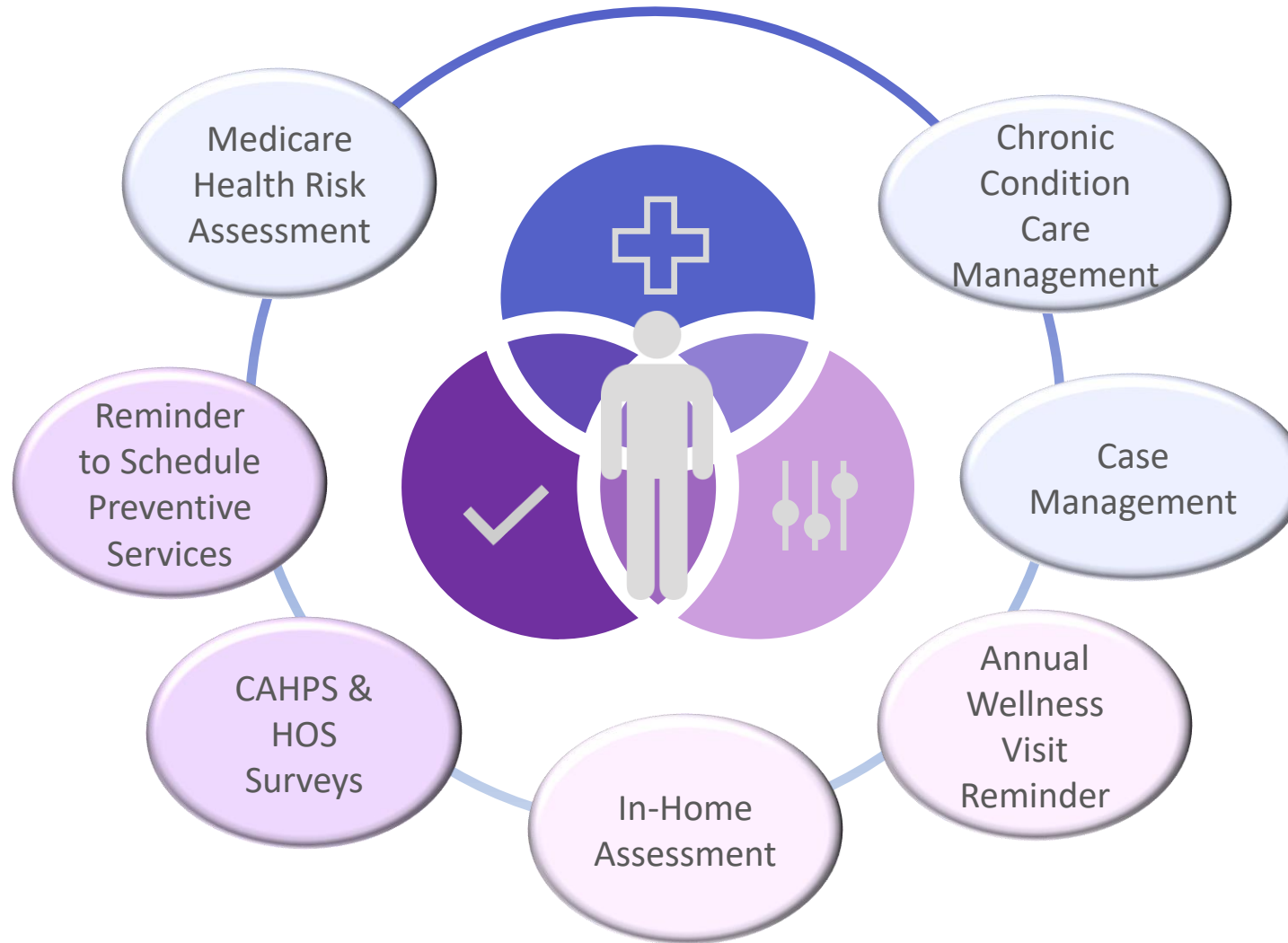
Challenges and Benefits



Common challenges



Improved coordination across teams



Benefits of incorporating care gaps

Prioritize member outreach

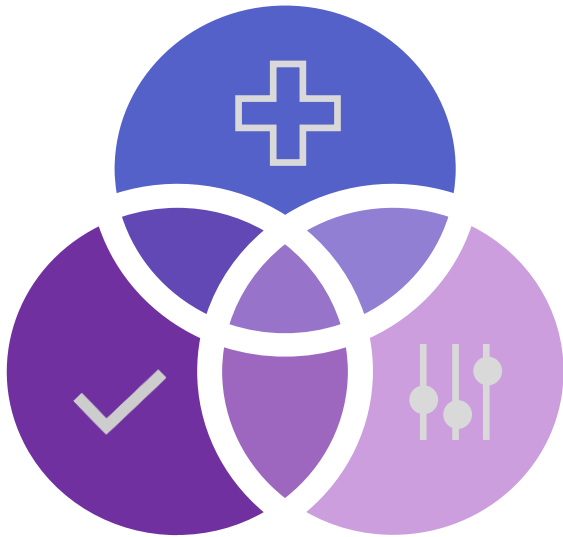
Address open care gaps

Engage more members

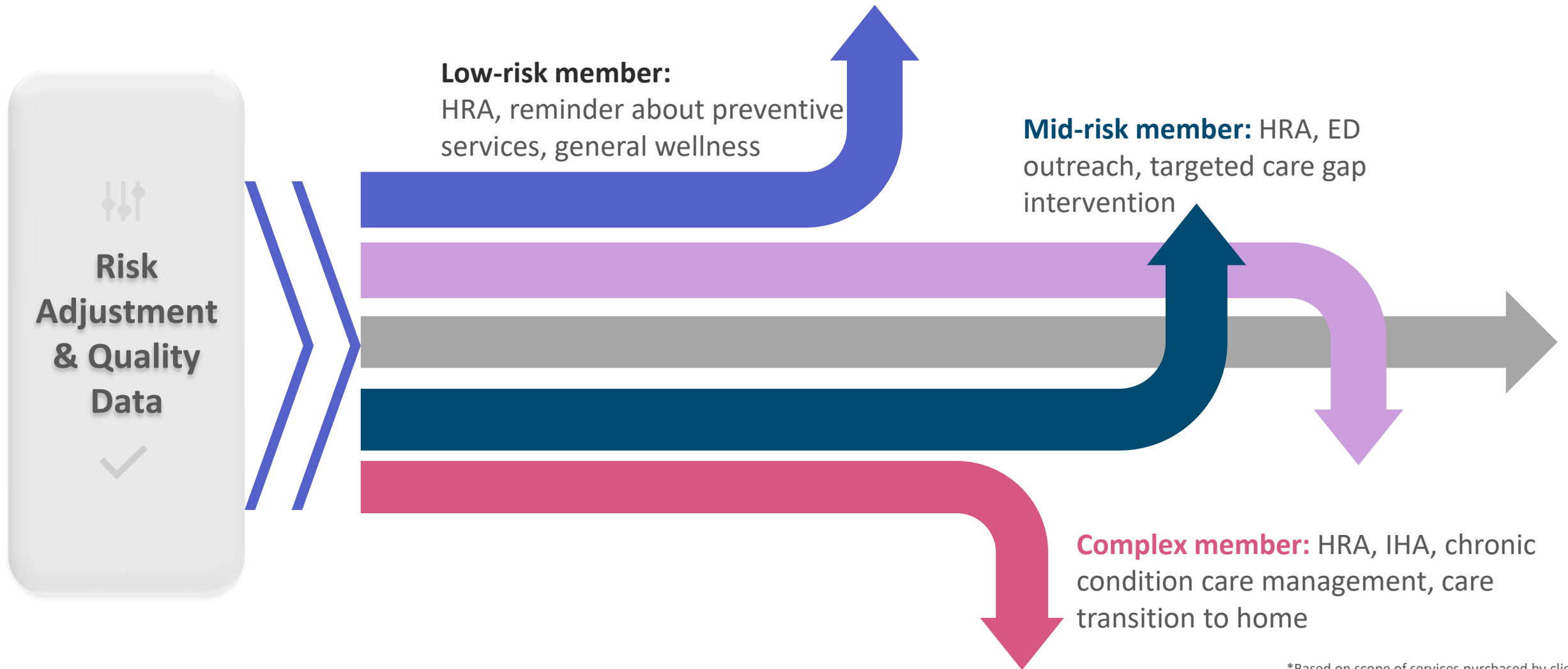
Improves health outcomes and HEDIS/Stars scores

Holistic management of member; improves quality of life

Examples



Develop a plan based on member characteristics



*Based on scope of services purchased by client

- My List
- My Reminders
- Search
- Low Risk
- Mod Risk
- High Risk
- Recent
- All

Search Symphony



Start New Encounter



Quick Note



Letters



Edit Selected



Add Member



Settings

			Patient ID	Last Name	First Name	DOB	Owner	Tags	CNI	CareStage	Care Gaps
<input type="checkbox"/>							<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/>		+1	1340397*01	KAISER	ALEX	42 (10/24/1978)	Angela Davis-Jones, RN		4	Active	COPD, Statin Therapy
<input type="checkbox"/>		+13	9039600*01	GARCIA	LETICIA	67 (06/26/1953)	Chris Johnson	★	3	Screened	
<input type="checkbox"/>		+5	6820506*01	SMITH	JOHN	65 (07/19/1955)	Chris Johnson	★ ⚠	3	LPN	Adult BMI Assessment
<input type="checkbox"/>		+3	1108677*01	SAN				★ Ⓟ	5	UTR 3	Depression Screening
<input type="checkbox"/>		35	1181606*01	FA				⚠	2	Refused	Colorectal Cancer Screening
<input type="checkbox"/>		66	1371605*01	KIN					2	Closed/Deferred	
<input type="checkbox"/>		1	20003608*01	WH							
<input type="checkbox"/>			1328735*01	BR					3	LPN	
<input type="checkbox"/>			8727325*01	ROL				★	3		
<input type="checkbox"/>			3121712*01	LASHLEY	JOYCE	58 (05/25/1962)	Yvonne Jones , RN		4		
<input type="checkbox"/>			1108214*01	WHITAKER	WILLIAM	68 (07/05/1952)				High Risk	
<input type="checkbox"/>			2000422*01	HERNANDEZ	MARIA	83 (06/25/1937)			4	LPN	
<input type="checkbox"/>			S45004166*01	HARRISON	VIRGINIA	56 (08/21/1964)			4	High Risk	
<input type="checkbox"/>			20003820*01	ZIEGLER	JUDITH	86 (11/25/1933)				LPN	Cervical Cancer Screening, COPD, Diabetes - A1c


Tags are customizable visual symbols that indicate eligibility, program participation, and preferred contact modes

Care Stage reflects current level of interaction with the member

Open care gaps are listed

JOHN D SMITH
 65 yo male, (07/19/1955)
 Patient ID 6820506*01
 Medicare/Medicaid 51351341342

★ ⚠

Details Attachments Quick Note

Navigation

- [Prior to Contacting Patient Assessment](#)
- [Summary](#)
- [Wellness Measures](#)

Not Applicable

Summary

Notes:

Wellness Measures

- The following (tests/appointments) are what I would like to take a minute to talk to you about today.

[Add Care Gap](#)

REFERRALS MADE:

- For Behavioral Health - Refer to MDLive? No Yes
- For Colorectal Cancer Screening - verify FIT Kit ordered. No Yes
[To obtain a kit, go to optimahealth.com/colonhealth.](#)
- For Diabetic Eye Exam - refer to Integrated Eyecare Group (IEG) No Yes
[To make an appointment, call IEG at 757-502-7603.](#)
- For Statin Therapy - Refer to MDLive? No Yes
- For Statin Therapy - Refer to PCP? No Yes

FOLLOWUP ACTIONS FOR CC/CM:

- [Set a reminder for you to follow up, if the member has a future appointment or test scheduled.](#)
[Or if member states that they will obtain a copy of their test result from the provider.](#)
- Followup with Member re: Appt/Test

SEND NOTIFICATION TO QI TEAM:

- Once you have obtained a copy of the test result, then please attach it to the member's chart and notify QI.
- Gap Reviewed/Send to QI Ancillary:

Problems

Description	Care Plan	Status
Housing (SDOH)	<input checked="" type="checkbox"/>	Active
Mental Health Compliance	<input checked="" type="checkbox"/>	Active
Knowledge Deficit	<input checked="" type="checkbox"/>	Active
Inappropriate Utilization	<input type="checkbox"/>	Active

[Add Problems](#)

[Update Care Plan](#)

Care Plan

OPPORTUNITY: HOUSING

[Discard](#)

[Finish Later](#)

[Next](#)

Users can drill-down to detailed member information about wellness measures, problems, and care plans

Risk and Quality Integration into Health Management Workflow

Technology Platform Sets the Stage

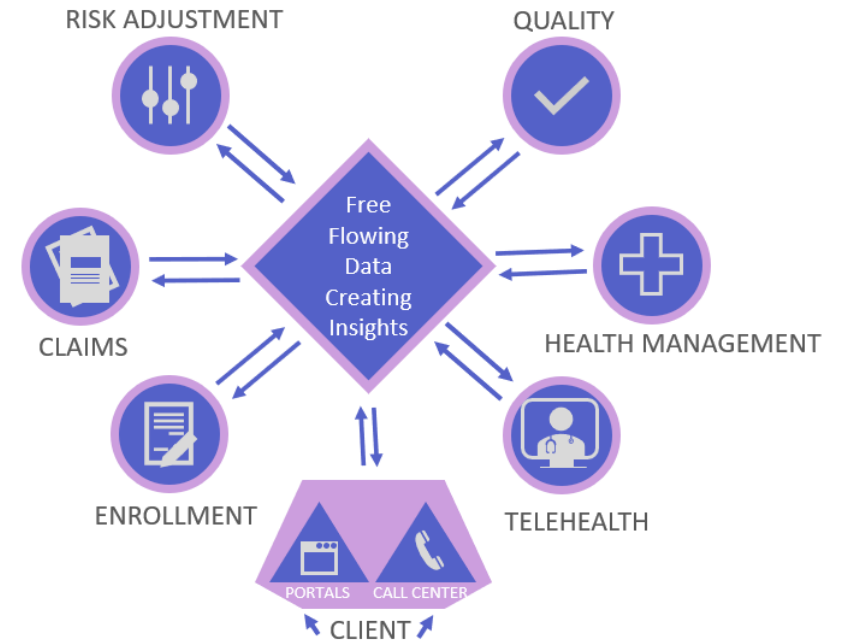
- Cloud-native health management engine
- Allows for configuration of workflows and ability to fuse data

Data Integration is Key

- Create a centralized data source
- Leverage data into actionable insights

Internal and External Benefits of Incorporating RA & Q

- Internal efficiencies gained
- Improves member health outcomes



THANK YOU

