

BLIND CASE STUDY: Risk Adjustment Coding



Health plans must strive to ensure that all medical records are coded accurately and compliantly. With our team of highly experienced certified coders, Centauri is able to code for any risk adjustment line of business from any medical record in any setting. Our platform provides real-time visibility into medical records and all the coded data outcomes.

CHALLENGE

400,000 MEMBER CHARTS NEEDED TO BE CODED IN TWO WEEKS

A large national health plan headquartered in the Southeast with Medicare membership of 4 million lives, determined that they needed a partner to help them overread 400,000 Medicare Advantage (MA) member charts

in approximately two weeks—just in time for January sweeps. When the client realized that their previous vendor hadn't reached their agreed upon quality assurance (QA) goals, they asked Centauri's coding team to step in.

SOLUTION

CENTAURI SEAMLESSLY INTEGRATED WITH THE OTHER VENDOR'S DATA TO MEET THE TIGHT DEADLINE

Because Centauri's platform has the ability to accept and integrate almost any type of data source, the client used Centauri's platform as their medical record repository for all vendor retrieval. We were able to coordinate with the client's previous coding vendor to ensure that all charts were received, uploaded and moved through the coding workflow per the client's chart chase prioritization, enabling seamless facilitation of their request.

Initially, the client offered only the initial sample of overread charts to evaluate our outcomes.

Upon reviewing the results and witnessing what Centauri could accomplish, the client expanded the project asking us to perform additional work. Our robust data integration capabilities with workflow software is designed for collaboration, and can be integrated between Centauri, our clients, and their other vendors. This integration allowed for the transparency needed to monitor coding productivity to goal and provided evidence of oversight for our client.

RESULT

CENTAURI PERFORMED ABOVE EXPECTATIONS AND GAINED ADDITIONAL WORK

By quickly mobilizing the resources, systems, and data necessary to meet the short turnaround time, Centauri successfully coded 319,000 charts, far exceeding the clients' expectations. We performed within the client's stated objective, completing the work in just under our two-week deadline, fulfilling the client's January sweep goal. The effort

included leveraging 10 of our coding partner vendors with a total of approximately 1,700 users. The client was so impressed with the fact that our systems, processes, and partnerships could handle the load, they have already committed to additional work throughout the year.