

Blind Case Study: Risk Adjustment Coding

Client Description: National Health Plan with 4 Million Medicare Lives

Problem: A large national health plan headquartered in the Southeast, 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: Using the Centauri platform as the clients' repository for all vendor retrieval and coding campaigns, allowed us the ability to easily step in. The client first offered Centauri the initial sample of overread charts to evaluate our outcomes. Upon seeing what we could accomplish for them, from just the first round of results, the client opened the flood gates for us to perform additional work.

Because our core platform is completely agnostic in terms of the source of data we can receive and integrate, we effortlessly coordinated with the client's previous coding vendor to ensure that all charts were uploaded, and we coded all charts for all members as identified by the client, per their initial chart chase prioritization. Our robust data integration capabilities with workflow software is designed for collaboration, and can be integrated between Centauri, our clients, and their vendors. This integration allowed for the transparency needed to monitor coding productivity to goal and provided evidence of oversight for our client.

Results: By quickly managing and maneuvering the resources, systems and data necessary to meet the short turn-around time, Centauri successfully coded 319,000 charts, with an average 90 percent accuracy rate, far exceeding the clients' expectations. We performed within the, just under two-week deadline, needed for our client to meet the January sweep. 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 system, processes and partnerships could handle the load, they have already committed to additional work throughout the year.



Centauri Health Solutions reimagines and builds a healthcare system that makes a real difference in the lives – and work – of those who count on it. We increase access to, and the delivery of, proper care by providing hosted software solutions, eligibility enrollment services, data-driven services, and data management designed specifically for risk adjustment and quality-based revenue programs