

A photograph of three business professionals in an office setting. In the foreground, a woman with short dark hair and glasses, wearing a dark patterned shirt, looks towards the camera with a slight smile. In the background, two men in business attire are blurred, one looking down and the other looking towards the left.

Risk Adjustment Best Practices Guide

CURRENT STATE

Health plan clients often work with multiple risk adjustment vendors to optimize their medical record retrieval and coding programs. In many instances, they realize that their vendor partners have not met agreed upon deliverables from retrieval rates to coding quality assurance goals— and frequently after it's too late. Due to gaps in technology integration, the organization and management of disparate sources of data from various vendors, may contribute to a lack of retrieval and coding performance.

IDEAL STATE

Provide clients with a browser-based Software as a Service (SaaS) chart management platform that is completely agnostic in terms of the source of data it can receive and integrate, resulting in collaboration among all vendors.

A large green arrow graphic pointing to the right, composed of several overlapping chevron shapes in varying shades of green.

**POWER TO SOLVE.
PASSION TO SERVE.**



Integration

As a health plan, it is extremely important that your chart management system gives you the option to integrate medical record data from multiple vendors by mapping the data to standard input specifications. Best practices dictate that a proper chart management system capture every possible medical record in a high-quality, compliant manner, allowing medical record retrieval with the least amount of disruption to each facility and physician. Your risk adjustment vendor partners should work with you to prioritize medical records to be retrieved and then identify high-volume sites accordingly.

Transparency

The platform that your vendor partners uses will ideally always offer transparency. Reporting dashboards are most effective when they give a consistent view of the workflow across the entirety of a health plan's retrospective and prospective risk adjustment campaign. The ability to track every interaction for each medical record is vital. From the initial retrieval schedule and physician office interaction to record retrieval and coding as well as provider invoicing efforts.

Interaction

When all stakeholders are updated on the latest interactions, health plan risk adjustment teams work in the proposed chart management tool with their vendor partners to view all transactions and communicate issues with specific providers. Also, to adjust work based on the success of different methods of retrieval, the system used will preferably allow users to be as hands on – or hands off – as they want to be.



Customization

When health plans use a platform that features customization, they will have the flexibility needed to address specific retrieval and coding needs, and the option to either do the retrieval and coding work themselves or a combination of the retrieval and coding process—and all with transparency.

Setting Expectations

While health plans are encouraged to expect vendor partners to deliver a highly collaborative system, most don't. Centauri's technology platform sets the standard for bridging various record systems seamlessly, with the following key capabilities:

Tight Turnaround

Even if it's right before a quarterly sweeps deadline, we quickly manage and maneuver the resources, systems and data necessary to meet the tight turnaround time for both retrospective and prospective risk adjustment campaigns. We successfully leverage our offshore and onshore coding partner vendors to deliver results that far exceed client expectations.

Help Midstream

When health plans choose to do their own retrieval and coding, they often realize halfway through their campaigns that they need coding help. Because of the integration capabilities of our platform, we are always ready to host client records and jump in at any time.

Shift Approaches

Our system allows clients to easily adapt to new vendor mixes during a given campaign, shifting case workload to optimize success. Even in the middle of campaigns with other vendors, our dashboards clearly display the overall campaign performance of all vendors. We easily support the transfer records and cases from vendor to vendors.



Centauri Health Solutions is a quality, risk adjustment, enrollment, eligibility and billing solutions healthcare services company.

As a leading provider of technology-enabled analytics and services, Centauri helps health plans and providers to manage their variable revenue linked to population health, quality and eligibility factors for more than 25 million lives.

Our workflow platform integrates cross-functional support across all products and services.

A background image showing three people (two men and one woman) looking at a tablet. The man in the center has a beard and is smiling. The woman on the right has short blonde hair and is wearing glasses and smiling. The man on the left is partially visible, looking at the tablet.

Contact Us Today

CALL: 888.447.8908 | EMAIL: info@centaurihs.com | WEB: centaurihs.com

© 2019 by Centauri Health Solutions, Inc. All rights reserved.