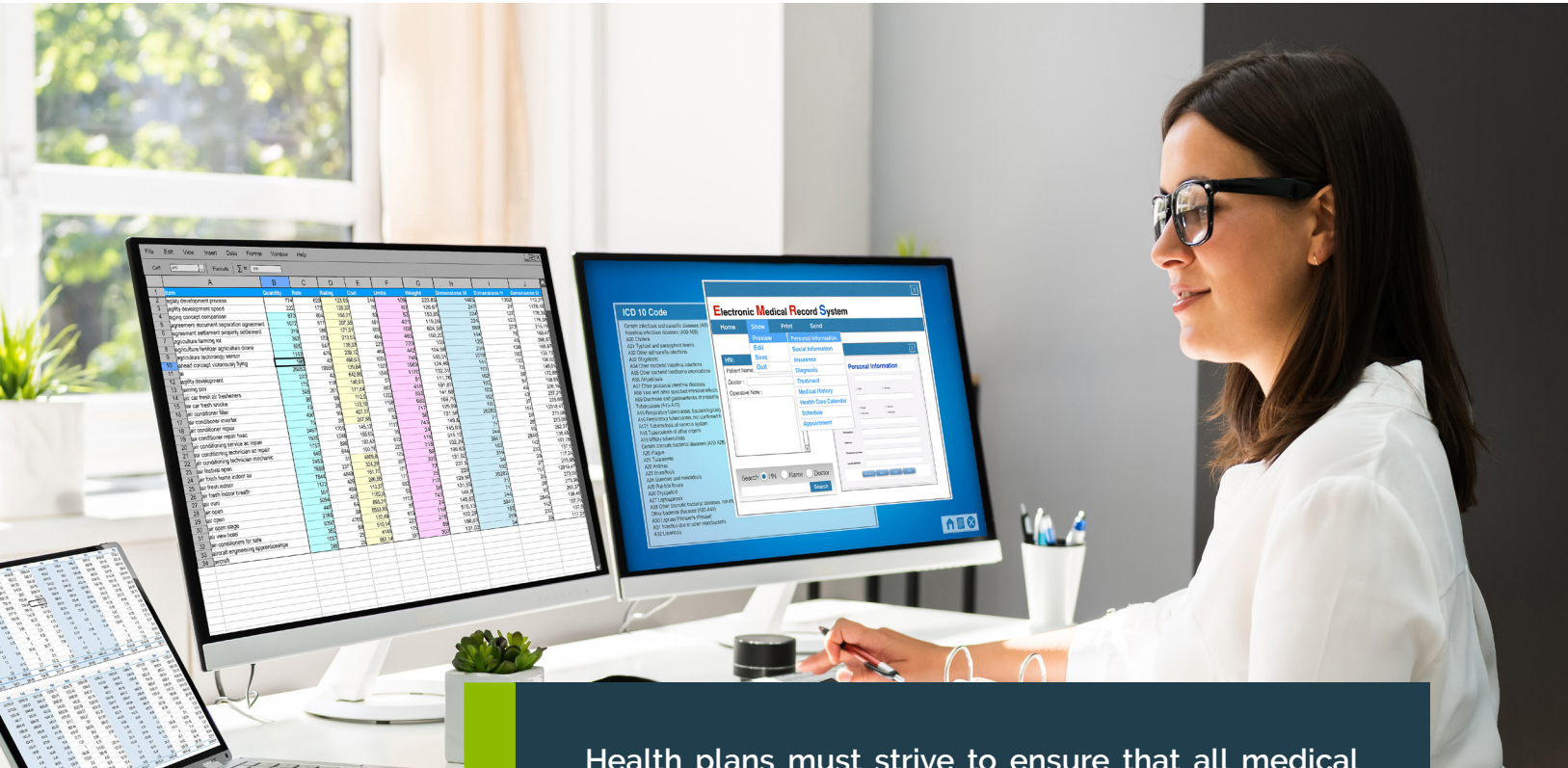


BLIND CASE STUDY: Electronic Retrieval & Coding



Health plans must strive to ensure that all medical records are coded accurately and compliantly. With Centauri's team of highly experienced retrieval staff and certified coders, Centauri can collect and 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. With the addition of FETCH, our automated data collection solution, we have access to additional data sources which allows us to chase the whole member and capture a complete set of diagnosis codes to assist in creating a comprehensive care plan.

CHALLENGE

800,000 TOTAL MEMBERS REQUESTED TO BE COMPLETED USING CLIENT GUIDELINES ACROSS BOTH AUTOMATED AND MANUAL RETRIEVAL

A national payor across Medicaid, Medicare and Marketplace, engaged Centauri Health Solutions for assistance to retrieve medical records appropriate for risk adjustment and provide coding support. The plan currently performs multiple retrieval campaigns a year across key states. Annually, the plan needs to retrieve millions of charts across all three lines of business. Timing is crucial

as the records are primarily intended for the purposes of Risk Adjustment and care gap closure and retrieval and coding needs to be completed quickly and accurately, while conforming to the plan's coding guidelines and code medical records in its entirety to identify hierarchical condition (HCC) codes contained within the medical record.

SOLUTION

CENTAURI UTILIZED FETCH AUTOMATED RETRIEVAL TO CAPTURE DOCUMENTATION

Centauri employed a three-pronged solution for the client:

1) We would utilize our automated, HIPAA-compliant FETCH clinical data retrieval and exchange solution to leverage existing standards such as the Clinical Document Architecture to provide easier and faster access to critical clinical data required for: Risk Adjustment and HEDIS, Care Coordination and Management, Care Gap Management, Concurrent Utilization Review, Level of Care Determination. FETCH transmits data through the DIRECT secure messaging protocol and leverages existing EMR technology investments, making it cost-effective to implement.

2) For any outstanding chases unable to be retrieved through FETCH, Centauri would deploy manual chart collection. Leverage Centauri's existing copy vendor relationships and dedicated staff and contract labors to manually retrieve medical records at provider locations.

3) Once collected, Centauri's certified coding staff, reviewed the medical records to identify HCC codes to validate that all conditions identified through claims are present within the record and any incremental HCC codes for with the patient has been evaluated, assessed, and treated. Perform oversight of the coding program, including reporting, auditing for completeness and accuracy and final quality assurance.



RESULT

CENTAURI PERFORMED ABOVE EXPECTATIONS PROVIDING ADDITIONAL VALUE FOR CLIENT

Using a combination of FETCH and manual retrieval, Centauri captured more than 610,000 documents for approximately 273,000 members across Medicare/MMP and ACA. With our comprehensive approach, we were able to document the full burden of illness for the members so that the plan could be accurately compensated.

As a result of this engagement, more than 195,000 total HCCs were captured for MA/MMP, including more than 83,000 that were

not previously captured. For Marketplace more than 87,000 total HCCs were captured, resulting in over 25,000 new HCCs.

These additional incremental HCCs had an estimated* impact for Medicare/MMP 2021 DOS of \$199 million and an estimated impact for ACA 2022 DOS of \$75 million for a total of \$274 million across both lines of business.

*Based on HCC values of 2,400 (MA) and \$3,000 (ACA).

LOOKING AHEAD: THE IMPACT OF RISK ADJUSTMENT MODEL V28

CMS made significant changes to the structure of the Risk Adjustment (RA) model in Version 28 (V28). Now, with 2,294 fewer DXs mapping to HCCs, the RAF scores for a large percentage of Medicare Advantage beneficiaries will be significantly impacted, resulting in a compressed RA ceiling.

Problem:
**Fewer DXs Map to ICD- 10
HCC Mappings**

As the **risk ceiling** is pushed down, payors and providers must better **manage their MLRs** and **control medical spend** to realize revenue.

Centauri can help you effectively manage costs with our innovative, automated retrieval process.

Call us today to learn more!



Solution:
**Reduce MLR
& Control Medical Spend**



888.447.8908



INFO@CENTAURIHS.COM



CENTAURIHS.COM