CitiusTech

Shaping Healthcare Possibilities

CitiusTech delivers breakthrough Price Transparency compliance for 10+ Payers through monthly MRF generation

CitiusTech, in partnership with Zelis, has developed a leading-edge solution, the Machine-Readable Files Engine (MRF Engine), to assist their clients (over 10 customers, including Blues Plans, Regional plans, Nation's largest PPO network and TPAs) in adhering to the CMS's Transparency in Coverage (TiC) requirements.

This engine efficiently processes 40TB of data monthly, averaging just four business days, making it one of the fastest solutions in the industry. This enables the clients to publish compliance data ahead of schedule.

CASE STUDY

CMS regulatory compliance demands timely and accurate processing of enormous volumes of data from disparate sources

With the Transparency in Coverage (TiC) Rule that came into effect from July 1, 2022, health insurers and plans must publish cost-sharing data in machine-readable formats (MRF) monthly on a publicly available site. These MRFs are foundational for the CMS-mandated Cost Estimator tool, which helps members estimate out-of-pocket costs for shoppable services. The clients sought a simplified, comprehensive solution to meet 100% of the compliance needs and quality standards set by CMS's TiC.

Data volume management: The push for price transparency led to a significant increase in publicly available data in the form of MRFs. The volume of this data was enormous, comparable to the digital collections of the Library of Congress or the entire Netflix HD catalog. A rough estimate of the uncompressed files would be few petabytes (1,000 terabytes). While this useful data could empower health plans and Providers using transformative analytics and actionable insights, managing and processing this massive volume of data was a key challenge.

Complex data analysis and metadata association: The process of generating machine-readable files (MRFs) was intricate and required a thorough analysis of diverse systems to extract Provider hierarchies, contracts, and other essential metadata, as every bit of this data would shape the information in the MRFs. The solution must manage metadata association, which involves handling a diverse array of elements including billing codes, service codes, care settings, and negotiated rates. This process was critical as it combined Provider contract details and services into a precise calculation and presentation of rates, making it a meticulous task of data management and interpretation.

High-Quality standards: Maintaining high standards in the production of these complex MRFs was a significant pressure on the team, especially with the CMS penalties for non-compliance. These include corrective actions and daily penalties of up to $100 for each violation. Every step in the process needed to be error-free to avoid these penalties.

All these challenges build up to the need for performance efficiency. The solution to tackle compliance required the ability to process vast amounts of complex data and do so periodically, within a tight timeframe.

THE SOLUTION

An architecture that automates quality and compliance

CitiusTech's Machine-Readable Files Engine (MRFe) was a platform-agnostic, cloud-based Software-as-a-Service (SaaS) solution, hosted on Microsoft Azure, designed to comprehensively address TiC compliance requirements. MRFe streamlines the process by offering data ingestion, transformation, and processing capabilities, producing MRFs in the CMS-mandated JSON format. The engine ensures seamless integration with a MRF hosting partner like Zelis.

This flexibility allows for the MRFs to be readily available and the delivery of these files can be tailored to meet the specific needs of different customers. Key features that distinguish the MRFe as a leading solution include its adaptability, integration capacity, and tailored delivery options.

- **Scalability:** MRFe can handle large data volumes and complex rules.

- **Customization:** It's adaptable, allowing for specific enhancements.

- **Audit-Friendly:** Features detailed logging for transparency and notification framework.

- **Compatibility:** Works well with various leading core admin platforms like FACETS and HRP, easily integrates with a partner like Zelis for MRF distribution.

- **Data quality assurance:** Features a CMS validator to ensure compliance and offers customization options for additional business rules based on customer preferences.

BENEFITS DELIVERED

A transformative future-ready AI-powered cloud-based digital platform

With CitiusTech's MRFe, the clients were able to stay compliant with the TiC mandate and well ahead of schedule too. That means zero penalties and no additional administrative burden.

Implemented for over 10 customers, primarily Blues Plans.

Achieved 100% compliance with zero penalty risk through automated, timely, and accurate MRF generation.

Processed over 40 TB of data and 700+ MRFs monthly.

Handled over ~1.5 million Providers (NPI).

Processed within an industry-leading time of 4 business days.

Built-in data quality checks that ensured meeting CMS standards for submissions.

With an innovative solution like MRFe, CitiusTech in partnership with Zelis turned a mandate into an opportunity to create better value for the clients and their members.

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CitiusTech is a global IT services, consulting, and business solutions enterprise 100% focused on the healthcare and life sciences industry. We enable 140+ enterprises to build a human-first ecosystem that is efficient, effective, and equitable with deep domain expertise and next-gen technology.

With over 8,500 healthcare technology professionals worldwide, CitiusTech powers healthcare digital innovation, business transformation and industry-wide convergence through next-generation technologies, solutions, and products.

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