



Shaping Healthcare Possibilities

A leading Blue plan significantly enhanced its HEDIS and Star ratings, improving gap closures by 30% with CitiusTech's PERFORM+ platform

The client, a prominent Blue plan, serves over 1.5 Mn members across an array of healthcare segments - Commercial, Medicare supplemental, Medicare Advantage, Medicaid, and specialized services such as vision and dental coverage.

The client faced two key challenges. Firstly, they struggled with inconsistent processes and excessive manual effort in compiling quality reporting data from various business areas and tools necessary for CMS and NCQA submissions. Secondly, their limited visibility into value-based care programs, care management, and provider performance led to less effective decision-making. This was also impacting their Star ratings.

CitiusTech's solution significantly improved the leading Blue plan's performance. It achieved a 30% increase in care gap closure, provided over 100 quality measures for enhanced decision-making, and unified data of 1.5 Mn members. This led to improved Star ratings and more efficient healthcare delivery.

CASE STUDY



BUSINESS CHALLENGE

Managing Star Ratings and value-based care programs

The client faced major challenges in two areas:

Quality Data Consolidation: The inconsistent processes and manual interventions while consolidating quality reporting data from various business areas and tools, made it challenging for submissions to CMS and NCQA. Managing quality across different vendors and solutions also led to inconsistent processes, especially in Medical Record Review (MRR) and reporting.

Provider Performance Evaluation: Using various scorecards from multiple vendors clouded the executive team's view of provider performance, care management and value-based care programs, thus resulting in inefficient decision-making for performance enhancements.

Consequently, these challenges adversely affected the health plan's Star ratings and hindered effective monitoring of their value-based care programs. The client urgently needed a solution to realign their operations.



THE SOLUTION

Enhancing Quality Reporting: PERFORM+ Implementation on Azure Cloud

CitiusTech worked closely with the client to implement PERFORM+ solution on Azure Cloud. This system streamlined the collection, consolidation, and reconciliation of the client's administrative and clinical data from various sources, including provider networks, health exchanges, and third-party entities.

The solution also incorporated Azure's AI and machine learning features, like Azure Data Store and Azure Machine Learning, to enable advanced data analysis and experimentation.

Here is a glimpse of what CitiusTech’s solution delivered:

- Implemented PERFORM+ Regulatory and Stars modules as SaaS solution on Azure Cloud which includes certified HEDIS engine, MRR software, AI/ML models to predict Stars performance and next best action for care gap closure, catering to various Quality/VBC programs for a population of 1.5 Mn.
- Expanded to include additional population types like Blue Card and FEP (Federal Employee Program), previously not supported by the earlier HEDIS solution.
- Set up sub-network performance monitoring throughout the provider network hierarchy for all VBC measures.
- Implemented a unified dashboard for performance improvement, encompassing all VBC programs, including VBC Reports, Quality Reporting (Compliance-based reporting), and Trend Reporting (Month-over-Month, Year-over-Year trends).
- Conducted ongoing Medical Record Review (MRR) for both prospective and retrospective care gap closure, along with seamless IDSS and PLD submissions to NCQA and CMS.
- Integrated chart chases seamlessly by onboarding CitiusTech’s partner for chart chase and retrieval services.
- Ensured the product is completely secure across all integration points by leveraging Azure Key Vault, Sentinel, DDoS.



BENEFITS DELIVERED

CitiusTech’s Impact: Better business outcomes and improved ROI

CitiusTech’s comprehensive approach in addressing client challenges extended beyond meeting regulatory compliance. It also focused on driving business outcomes and enhancing ROI.

The introduction of a CCDA supplemental data pipeline led to accelerated care gap closures. Implementing year-round prospective Medical Record Review (MRR) significantly reduced the need for labour-intensive chart chases, optimizing resource allocation. The once-siloed data now flowed seamlessly, streamlining the quality improvement submissions process for HEDIS and Stars reporting.

Empowered by a unified view, decision-making for interventions became more informed, aligning actions with quality objectives. Furthermore, the solution enhanced oversight and governance of value-based care programs, ensuring precision and success.



A remarkable 30% improvement in care gap closure



Fewer HEDIS season chart chases due to year-round prospective MRR.



Consolidated data for 1.5 Mn members across various LOBs.



Enhanced decision-making with a unified view of 100+ quality measures.



Better oversight of value-based care programs with over 12 sub-network performance monitoring.

CitiusTech's transformative PERFORM+ solution on Azure Cloud brought powerful results that helped streamline and consolidate quality data, enabling better visibility and efficient decision making for overall performance improvement. It improved Stars monitoring, offered better visibility into provider performance, improved business outcomes and thereby the ROI.



Shaping Healthcare Possibilities

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.

www.citiustech.com

Shaping Healthcare Possibilities

