

CUSTOMER SUCCESS

Optimizing risk-adjustment performance with the Innovaccer Health Cloud

More than 100 million medical records are reviewed each year in the United States as health plans continually look for efficient ways to achieve accurate HCC coding. Hierarchical condition categories (HCCs) are commonly used to define and predict the risks associated with any individual patient.

HCCs represent clinical conditions that are identified for a certain population, and the cumulative score is used to determine that population's risk adjustment factor (RAF) score. Providers have historically claimed that their patients are sicker and their conditions more complicated than most. HCCs and RAF scores now give them a chance to prove their claims, but providers need to know how to capture HCCs accurately to use them in the risk adjustment process.

Health plans are responsible for ensuring accuracy in coding practices, managing the performance on risk-based contracts, and managing population health. The growth of Medicare Advantage (MA) plans is among one of the many challenges health plans face as they aim to optimize member care while maintaining high-quality compliance standards.

40 to 50%

improvement in physician
response rate

30%

reduction in time spent
on risk coding

20 to 30%

decrease in readmissions



improved population
stratification



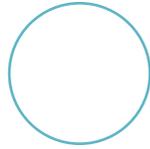
save physicians time
and reduce burnout

Challenges

- Coding gaps
- Inaccurate records of risk adjustment factors
- Lack of time for physicians
- Problems understanding medical codes

Solutions

- Achieve accurate coding using Innovaccer's proprietary solution
- Identify and capture dropped/suspect codes
- Support risk-coder workflows
- Improve productivity with actionable insights
- On-the-go actions, with two-way communication



Challenges

Risk-bearing providers often identify gaps in coding as a major problem affecting a RAF score, which plays an important role in payment under common pay-for-performance programs (e.g. MA, MACRA, MSSP).

Coding is a time-extensive process and requires more knowledge and attention than is manageable for providers.

Eliminating coding gaps is critical to making accurate risk assessments that help solve healthcare challenges such as unsustainable costs and unsatisfactory member experiences.

However, there are a few roadblocks in achieving 100% coding accuracy:

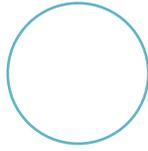
Missing documentation

Difficulty reaching out to physicians

Failing to use updated codes

Inaccurate translation of codes for clinical use

Thousands of codes, each requiring certain conditions to be fulfilled for accurate coding



Solutions

Using a proprietary risk model, smart analytics, and risk-adjustment workflows (e.g., CMS-HCC and HHS-HCC), Innovaccer addresses providers' risk-adjustment needs with accurate and trusted risk coding.

The Innovaccer Health Cloud solution leverages AI and NLP to make risk predictions that are five times more accurate than the CMS model, improving care-management workflows and helping providers care as one.

Based on highly accurate risk scores, providers can:



Better segment populations

Identify dropped or suspect HCC codes through advanced risk adjustment analytics using historical claims and clinical data

Collaborate with physicians and care teams to turn data into actionable insights

Enable prospective gaps closure

Segment the population, based on risk scores through improved risk stratification

Drive retrospective gaps closure via digital chart retrieval

Integrate suspect/dropped codes back into the EHR quickly and simply

Tailor outreach to support more patients and deliver quality care



Outcomes

With the Innovaccer Health Cloud, providers are able to achieve higher accuracy in coding, improve productivity, and better stratify their population based on risk scores.

Some key areas of improvement are:

Physicians save time by using actionable point-of-care insights, which has resulted in a 40%–50% improvement in physician response rate

Supporting risk coder workflows and improving productivity by providing curated insights has reduced the time spent on risk coding by 30%

Stratification of populations has improved with two-way communication between physicians and coders, it has brought a 20-30% decrease in readmissions.

Innovaccer by the numbers

\$600M

total medical
expense reduction

12M

Value-based care
lives managed

37,000

providers

7M

commercial

3M

Medicare

2M

Medicaid

Innovaccer Inc., the Health Cloud company, is dedicated to accelerating innovation in healthcare. The Innovaccer® Health Cloud unifies patient data across systems and care settings, and empowers healthcare organizations to develop scalable, modern applications that improve clinical, financial, and operational outcomes.

Innovaccer's solutions have been deployed across more than 1,600 care settings in the U.S., enabling more than 96,000 providers to transform care delivery and work collaboratively with payers and life sciences companies. Innovaccer has helped its customers unify health records for more than 39 million people and generate over \$1B in cumulative cost savings.

Innovaccer is the #1 rated Data and Analytics Platform by KLAS, and the #1 rated population health technology platform by Black Book.

For more information, please visit innovaccer.com

July 2022

