Help your Virtual Risk Adjustment Coding Team Thrive

Presented By:

Shahyan Currimbhoy, *Senior VP, Product Management & Engineering* - **Talix**

Katy Davis, *Manager, Risk Adjustment Coding* - **Medical Mutual**

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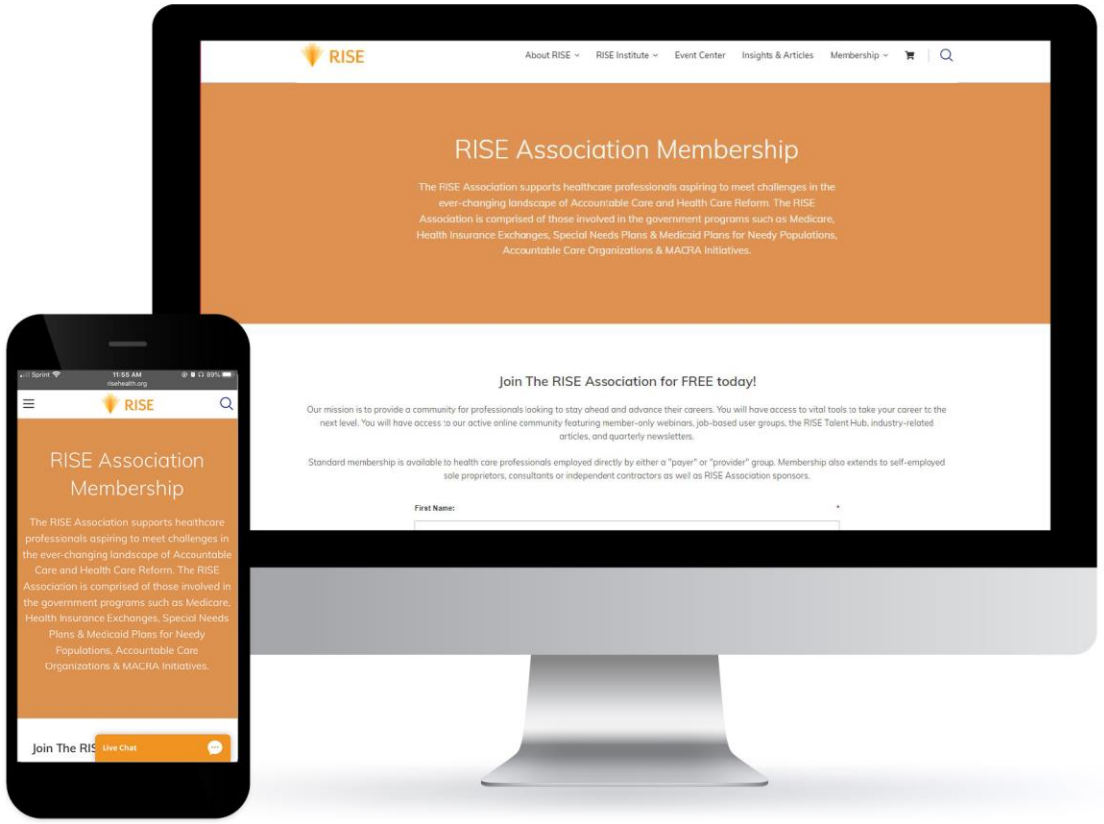

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Agenda

- Medical Mutual Health Plan Overview
- Coding Operations Configuration
- Impact of COVID—19 on Operations
- Virtual Coding Platform Essentials
- Lessons Learned/Go-forward Plan

Medical Mutual Ohio Health Plan Overview

Ohio-based Health Insurance Plan based in Cleveland, OH

Membership servicing the Ohio market, Medicare Advantage, ACA Exchange, Commercial

- Medicare Advantage: 35,000 members
- ACA Exchange: 65,000 members

Health Plan Coding organization consists of 15 coders and 2 admins

Risk Adjustment Coding Operation Configuration

Internal Chart Retrieval:

- Internal team retrieval for ~50% of charts from providers
- The other 50% uses 3rd party retrieval vendors
- Remote EHR access from some providers

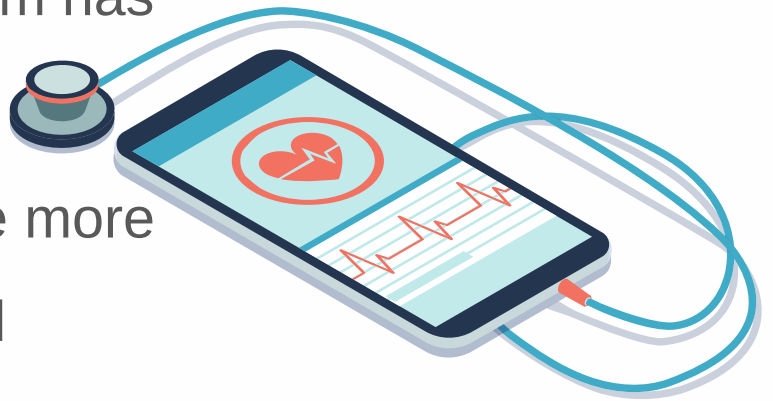
Charts loaded, processed via NLP and coded in our Talix platform

- Chart assignments and workflow management is automated
- Coders are all MedMutual employees
- Mix of on-site and WFH coding

Provider Education – Ongoing cadence of reviewing CDI improvement areas with Providers

Impact of COVID-19 on Operations

- Seeing an uptick in chart retrieval responsiveness from Providers.
- Management Oversight and Reporting unchanged– Coding platform has time track and reporting built in.
- Coder and QA processes have been largely unchanged – we have more frequent team meetings though to increase team collaboration and morale!
- Provider education activities have moved to audio/video – Continue to see interest and engagement with providers.



Virtual Platform Essentials

Management Essentials

Coding Essentials

IT/ Security Essentials

Workstation Essentials

Management Essentials

- Automated chart processing and coder work assignments.
- Integrated time and productivity tracking.
- Project progress tracking.
- Support our coding and QA processes.
- Facilitate cross functional collaboration including Provider/Provider Education.

Coding Essentials

- NLP - Accuracy/Productivity enablers
- Intuitive and easy to use
- Everything in one place
- Coding activity audit trail

Poll:

What one item below is the most important to be able to effectively manage a virtual team?

1. Reduce manual work entailed in assigning charts to coders/ QA

2. Increase visibility into coder productivity and hours worked in a day/week

3. Increase visibility into project progress

4. Implement process to facilitate co-ordination of hand-offs (Coder >QA, Coder->Manager->Coder)

IT/ Security Essentials

- HITRUST certified
- User management/ password retention policies
- Role based system access
- User activity auditing log

Workstation Essentials

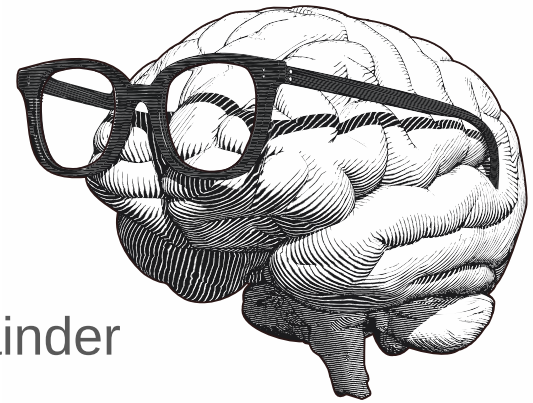
- Access anywhere; browser based; no installation needed
- Support single and dual monitor configurations
- Configurable application timeouts

Lessons Learned

Current Retrieval has increased in return rates

MMO Outlook: COVID-19 may come back. WFH is the new normal and our investments and strategy accounts for how we thrive in this environment

- Having the Talix Coding and Claims Insight tools in place has allowed us to maintain efficiency and quality

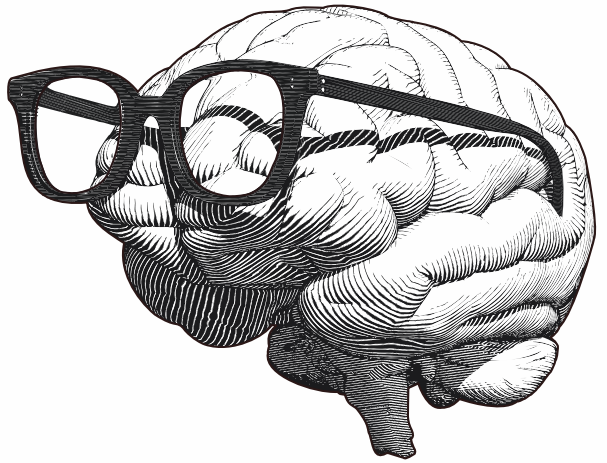


Looking ahead, we anticipate issues with Risk Score Gaps due to a decreased volume of visits during COVID-19

- We are trying to think of ways that we can assist the providers for the remainder of 2020

Lessons Learned - Other Customers

- Security is paramount, especially for offshore coders.
- Chart retrieval is better than expected. Provider relationships matter.
- Little to no productivity impact. In some cases it has increased.
- Telehealth documentation and coding will be important. Provider collaboration important.



Poll:

What's the biggest concern when adapting to the new environment?

1. Chart retrieval process
2. Security/ IT setup to enable WFH
3. Maintaining team morale and collaboration
4. Coder/ QA workflow processes
5. Provider engagement and education processes
6. Maintaining high quality and accuracy
7. Other

QUESTIONS

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