

Beyond the Encounter: Connecting the Data Dots Beyond Encounter Submission

Presented By:

Jay Baker, AVP, *Product Management* – **Edifecs**

Dave Foster, *Senior Solution Architect* – **Edifecs**





THE RISE ASSOCIATION

We are a network of health care professionals addressing the challenges posed by the emerging landscape of value-based care and government health care reform.

OUR MISSION

Our mission is to provide a community for like-minded professionals to come together for networking, education, and industry collaboration to stay ahead and advance their careers.

ONE ASSOCIATION THREE COMMUNITIES



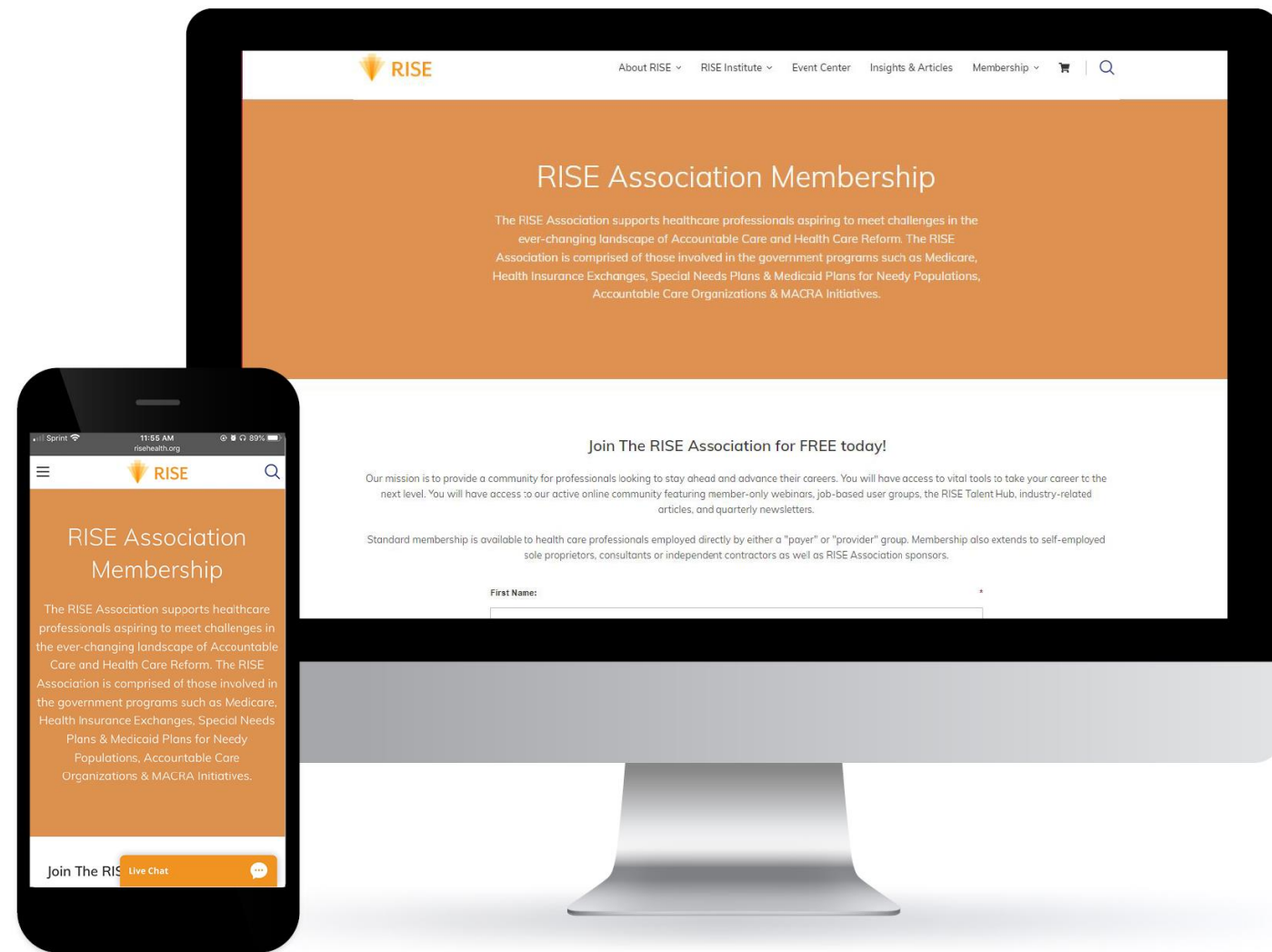
LEARN MORE AT THE [RISEHEALTH.ORG/MEMBERSHIP](https://risehealth.org/membership)

RISE ASSOCIATION MEMBER BENEFITS



LEARN MORE AT THE [RISEHEALTH.ORG/MEMBERSHIP](https://risehealth.org/membership)

JOIN THE RISE ASSOCIATION **FOR FREE**



**Access Our Virtual
Member Portal Today!**

**LEARN MORE ONLINE AT
[RISEHEALTH.ORG/MEMBERSHIP](https://risehealth.org/membership)**

Beyond the Encounter: Connecting the Data Dots Beyond Encounter Submission

edifecs®

Jay Baker
Dave Foster

Innovators in Healthcare Technology

24
YEARS

Serving more than 215 million lives through our 350+ customers

HEALTHCARE MARKET FOCUS



550+
Employees
Globally



Leaders
In Trading and
Compliance



25/36
Blue Plans



10/10
Top Health
Plans



31/52
State
Medicaid
Programs



100+
Provider
Customers

Encounter Management Solution Profile

Serving more than **25 Million** lives through our customers



Substantial Submission Footprint
>750M encounter submissions annually across Medicare Advantage, managed Medicaid and the Marketplace



Market Leader
Overall, ~32% of encounters submitted to CMS are generated by our system



Accuracy
Achieved optimal submission compliance and risk score revenue accuracy for our customers



Submission Types
Single platform to support federal, state, APD and custom encounter submissions

Agenda

1

Building the Business Case

What's happening in the market, what is "beyond the encounter" and what's the value?

2

What's in the Way and What Are the Impacts?

What are the operational challenges facing plans and the cost of the status quo?

3

Real World Health Plan Story

The story of how one MAO solved their data visibility and submission challenges

4

The Building Blocks to Go Beyond the Encounter

How can plans better connect claims and encounters to meet strategic initiatives?

5

Wrap Up and Questions

Thank you!

1

Building the Business Case

Medicare Advantage Changes



Policy

- PY 2022 - RAPS will no longer be used in RAF scores: using EDPS only
- PY 2022 – v22 will no longer be blended in non-ESRD models: using v24 only



Operations

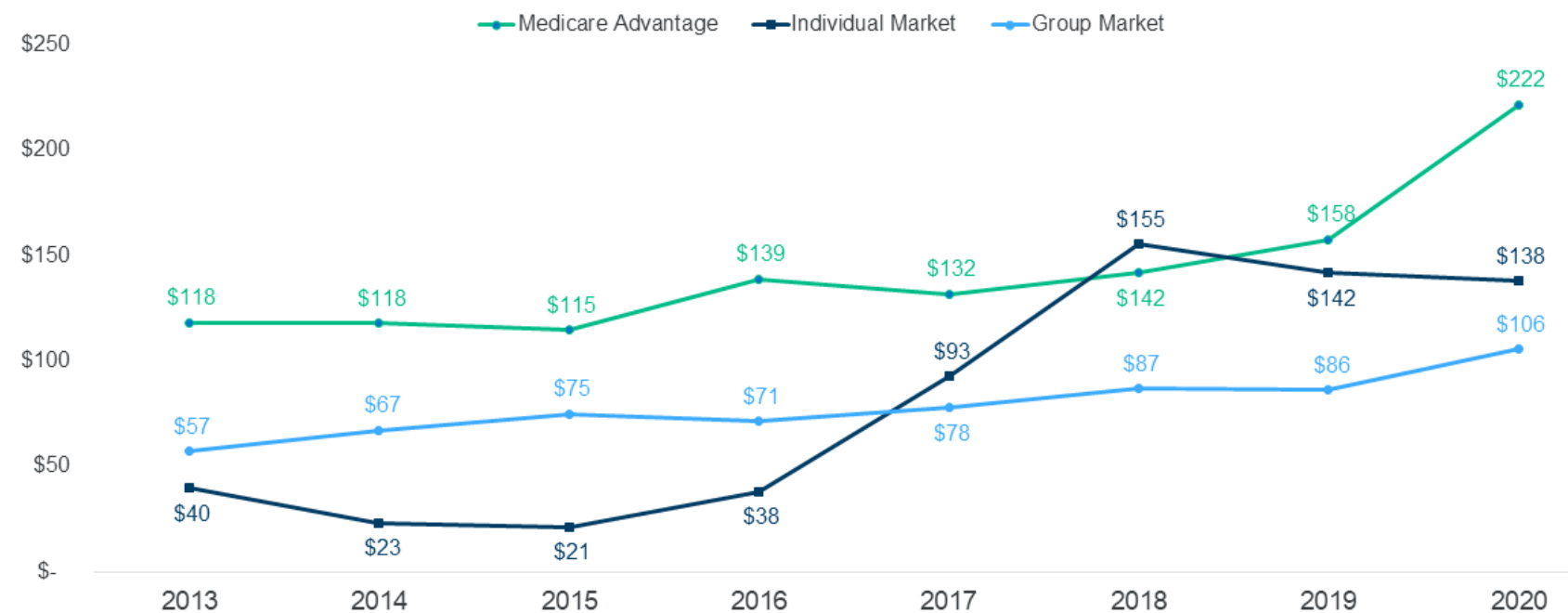
- EDPS – MAO-004 format finalized
- PY 2021 – Telehealth services used in risk adjustment

Medicare Advantage COVID-19 Impact

- Insurers in most markets have become more profitable in PY 2020
- Reduction in utilization in 2020
- Limited utilization / documentation of chronic conditions in DOS 2020 / PY 2021 forward
 - Negative impact to risk scores and premium payments
- Network management changed by provider / network consolidation driven by decrease in utilization and increased costs in PPE and telemedicine

Figure 1

Average Gross Margins Per Member Per Month Through June, 2013 - 2020



Source: KFF analysis of data from Mark Farrah Associates Health Coverage Portal TM.

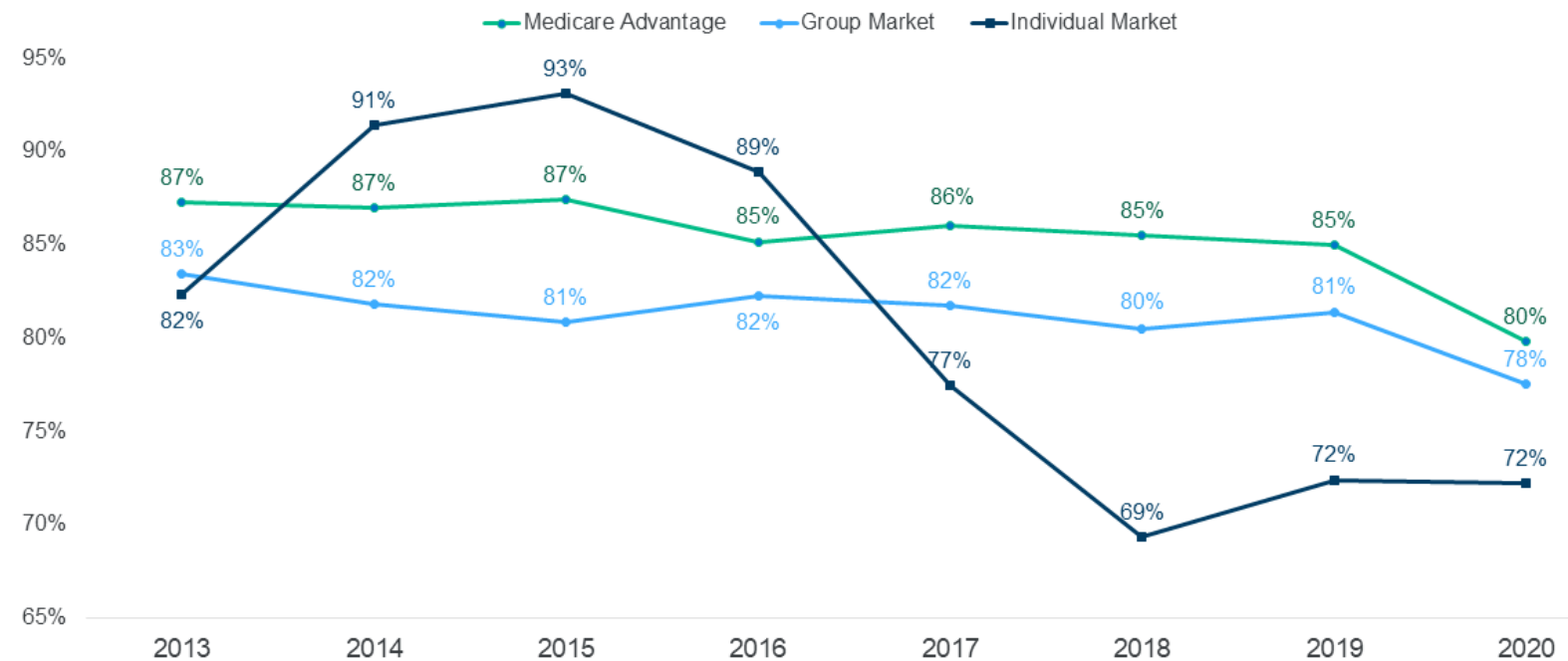


Medicare Advantage COVID-19 Impact

- Medicare Advantage plans: Required to rebate CMS premiums when their medical loss ratios are below 85%
 - Plans on average are reporting 80% MLR in the first 6 months of 2020
- Resulting in increased patient benefit coverage, and/or insurer payments and/or contract cancellation by CMS

Figure 2

Average Medical Loss Ratios Through June, 2013 - 2020



Note: Figures above represent simple loss ratios and differ from the definition of MLR in the Affordable Care Act
Source: KFF analysis of data from Mark Farrah Associates Health Coverage Portal TM.

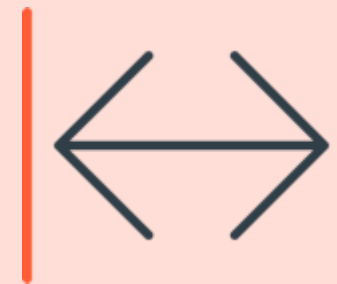


What is “Beyond the Encounter”?

Visibility and connectivity



Disconnected systems



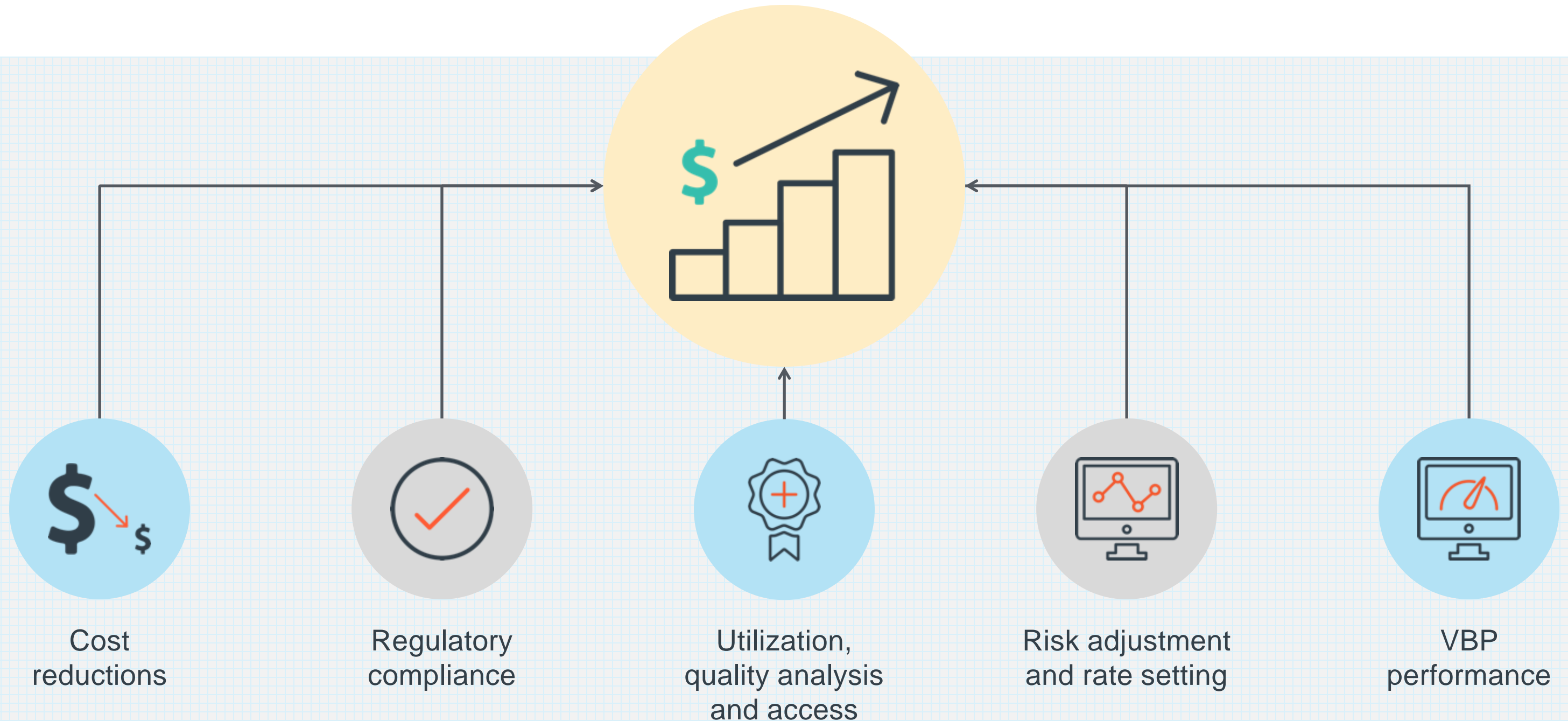
Compliance, revenue and VBX impacts



Data gaps and leakage



What's the value?



2

What's in the Way and What Are the Challenges/ Impacts?

What's in the Way?



Multiple siloed systems
and trading partners



Provider
abrasion



Compliance
fatigue



Organizational
misalignment

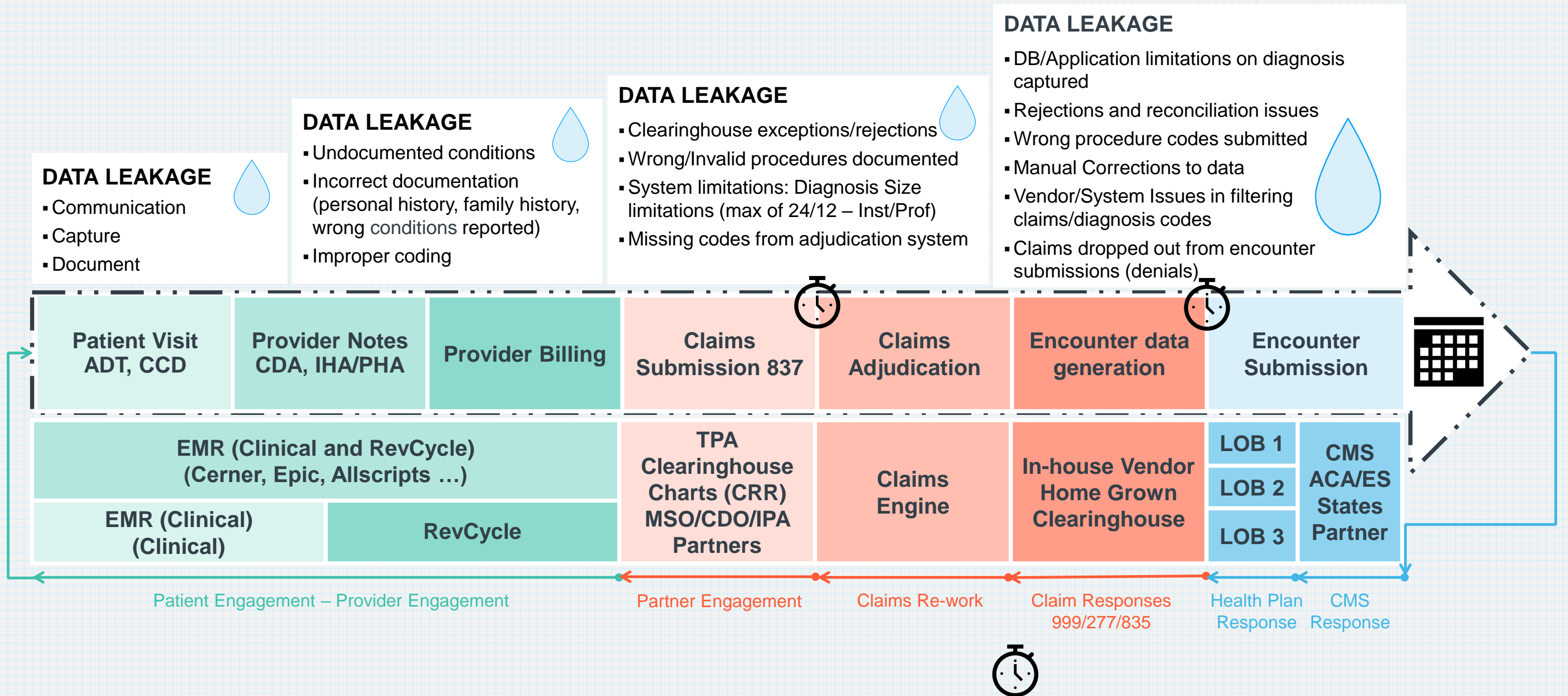


Manual
processes

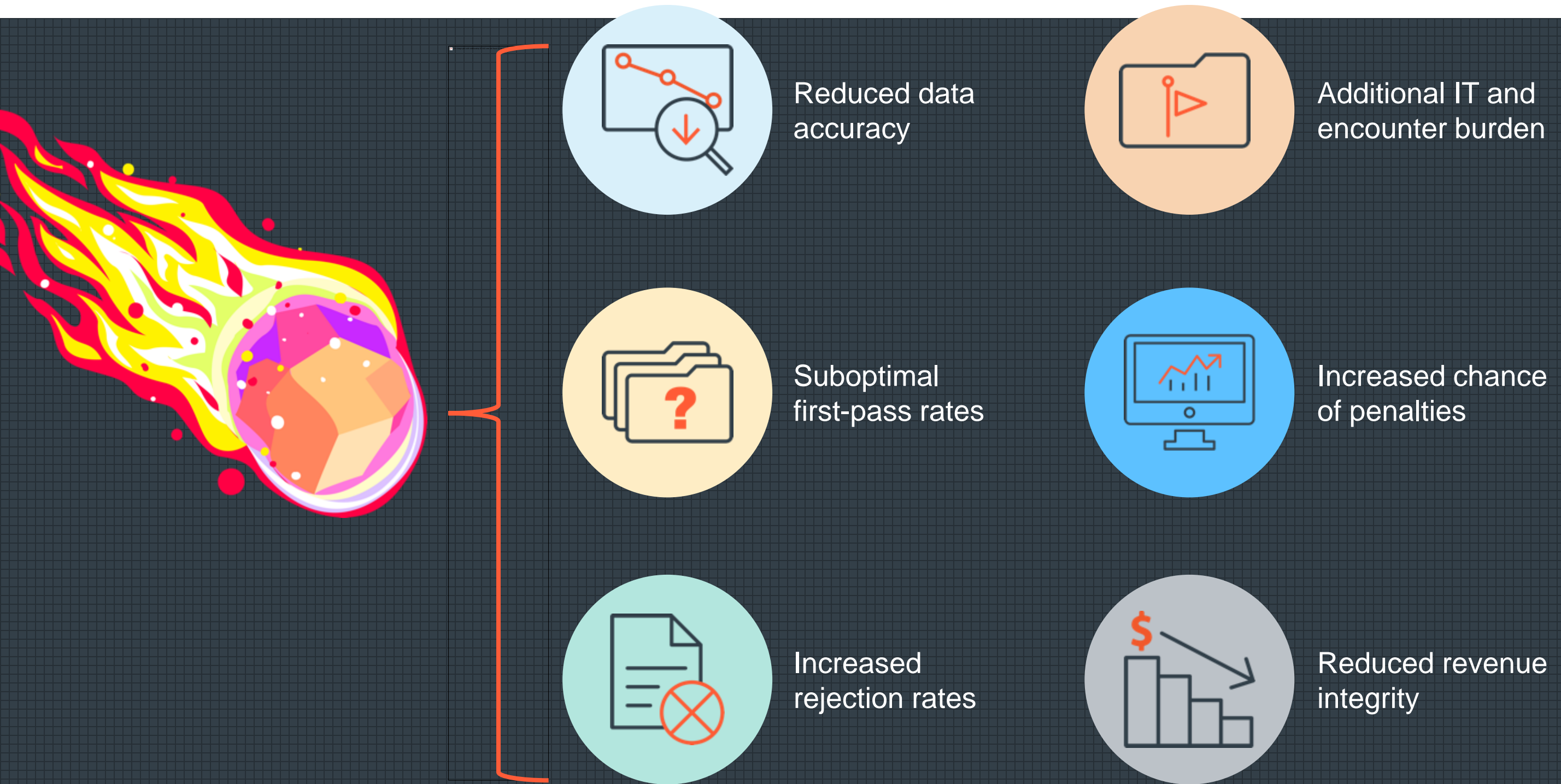


Lack of basic
EDI capabilities

“Beyond the Encounter” Lifecycle Challenges



What's the Impact of the Status Quo?



3

Real World Health Plan Story

Real World Health Plan

HEALTH PLAN PROFILE

- Lines of business: Medi-Cal, Medi-Connect (dual eligible)
- 1.2M members, 6K providers

Mission: To organize and improve the delivery of quality, accessible and wellness-based health care services for our community

Challenges

- Admin costs/burden with capitated entities and trading partner volumes
- Incomplete or inaccurate data being reported on X12s
- Paper claims missing required elements
- Claims adjudication system billing guidelines out of sync with encounter reporting requirements

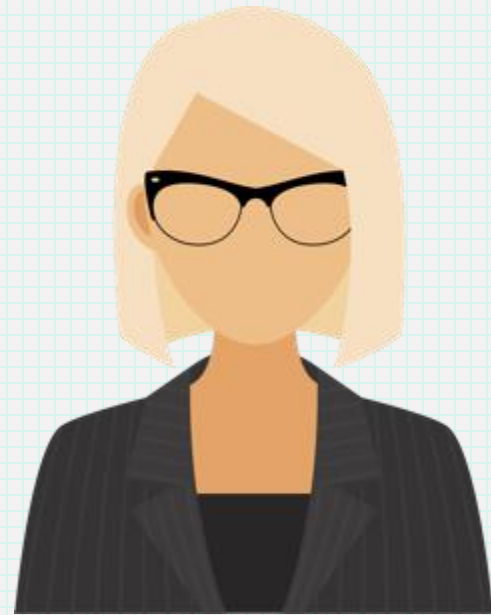
Business Drivers

- Improve ability to rapidly adapt to DHCS and CMS regulatory changes
- Enhance HEDIS and provider outcome reporting
- Understand financial impact of risk adjustment scoring
- Improve EDI and encounter submission visibility and tracking

Requirements

- Best-in-class technology
- Easily manage data at volume
- On-time compliance and timeliness reporting
- Datamart to slice-and-dice data for on-demand analytics and reporting

Solution Components



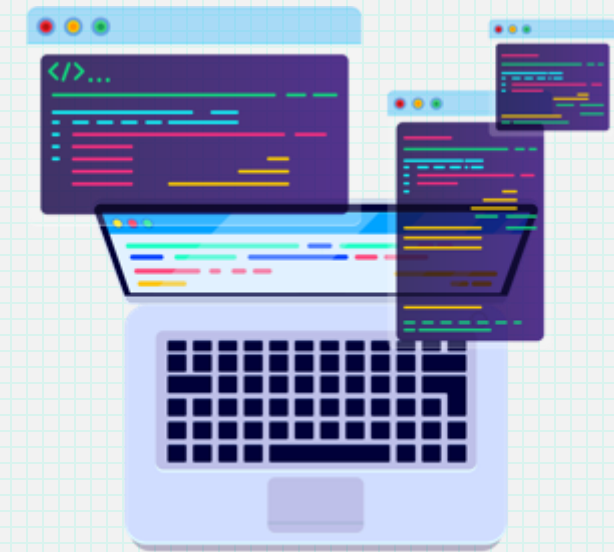
People

- Deep EDI/encounter management expertise
- Experienced managed-care solution implementation team



Process

- Out-of-the-box EDI and encounter lifecycle reporting
- Executive dashboard visibility



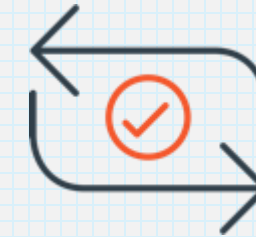
Technology

- Customizable and scalable architecture
- Pre-configured CA encounter module
- Mature compliance solution

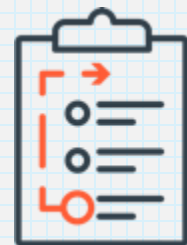
Value/Capabilities Delivered



97%+ acceptance on initial
DHCS/CMS submission



Automated reconciliation
of response files



Cross-dept, workflow-backed
exception management

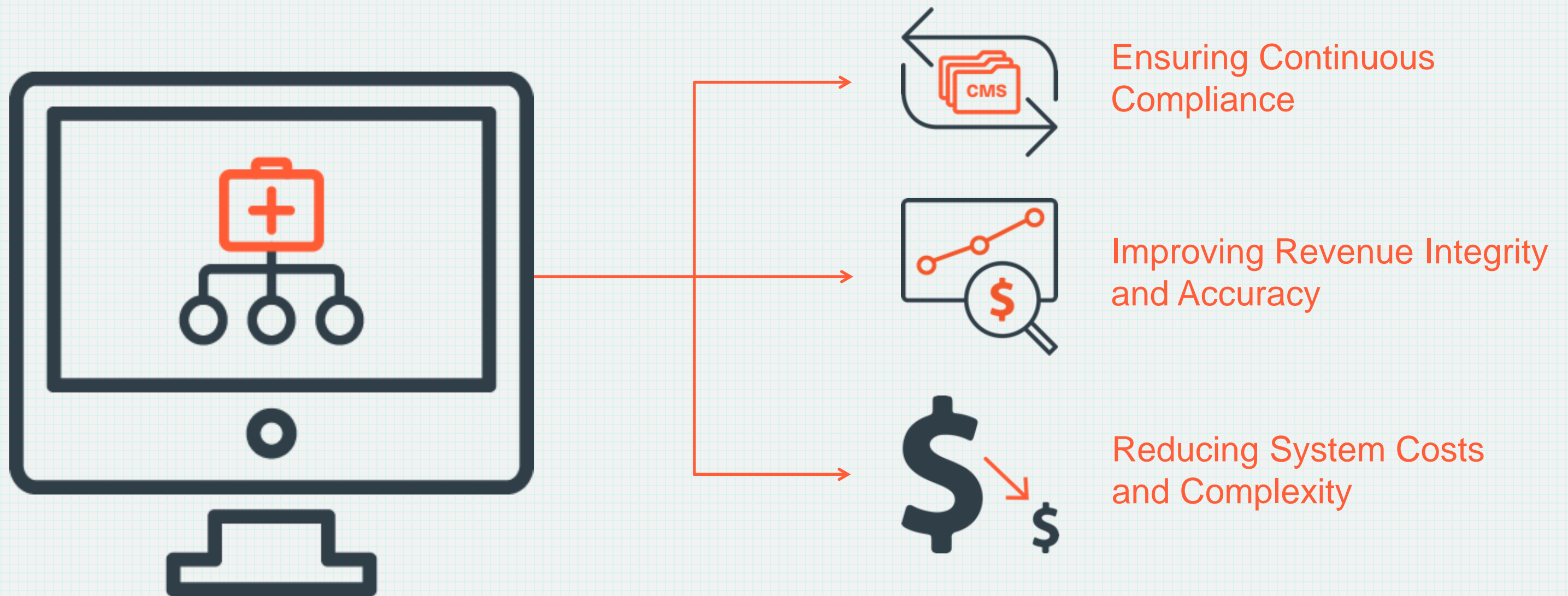


Single solution to manage
PHDP/EPP programs

4

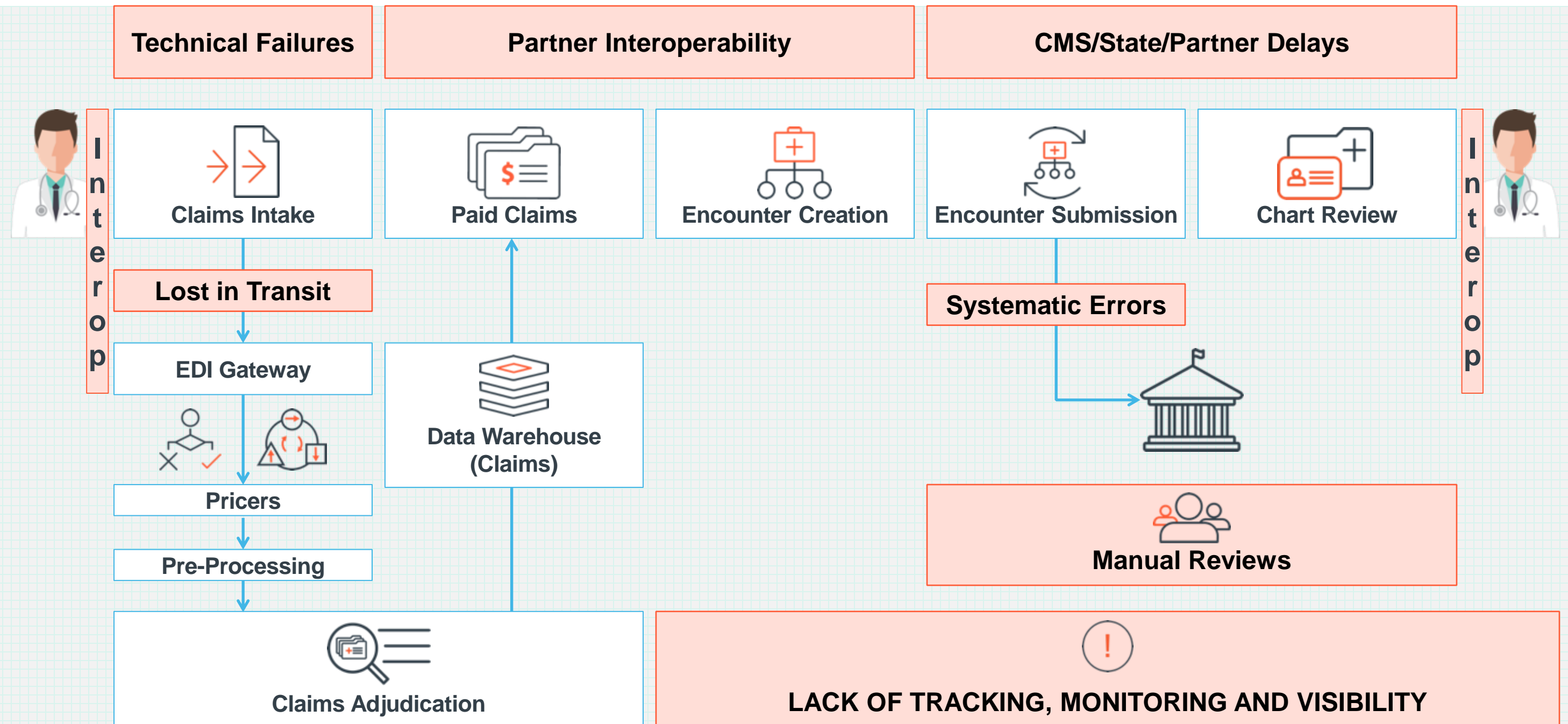
The Building Blocks to Go Beyond the Encounter

Encounter Lifecycle Focus

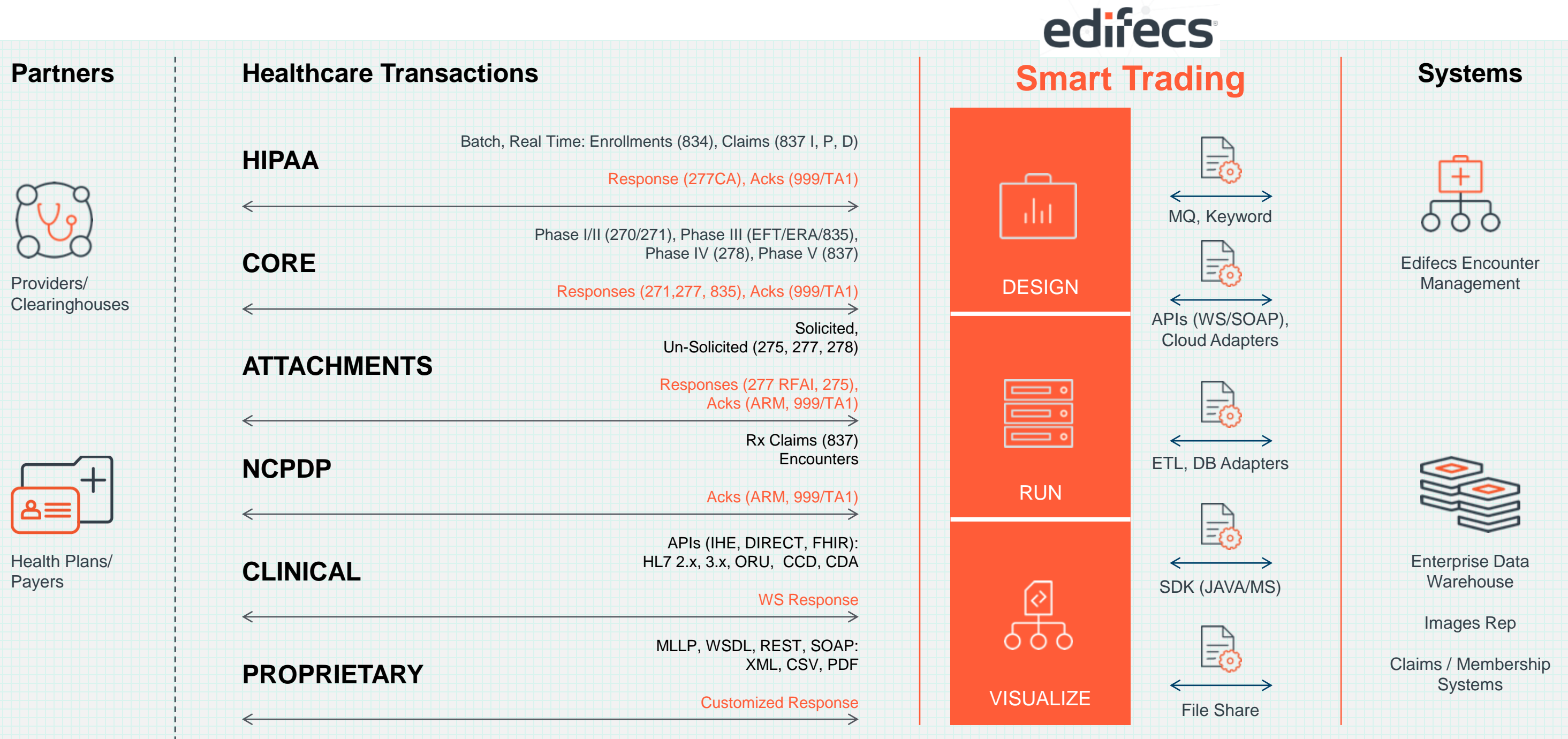


End-to-End Encounter Lifecycle

Common operational tracking challenges

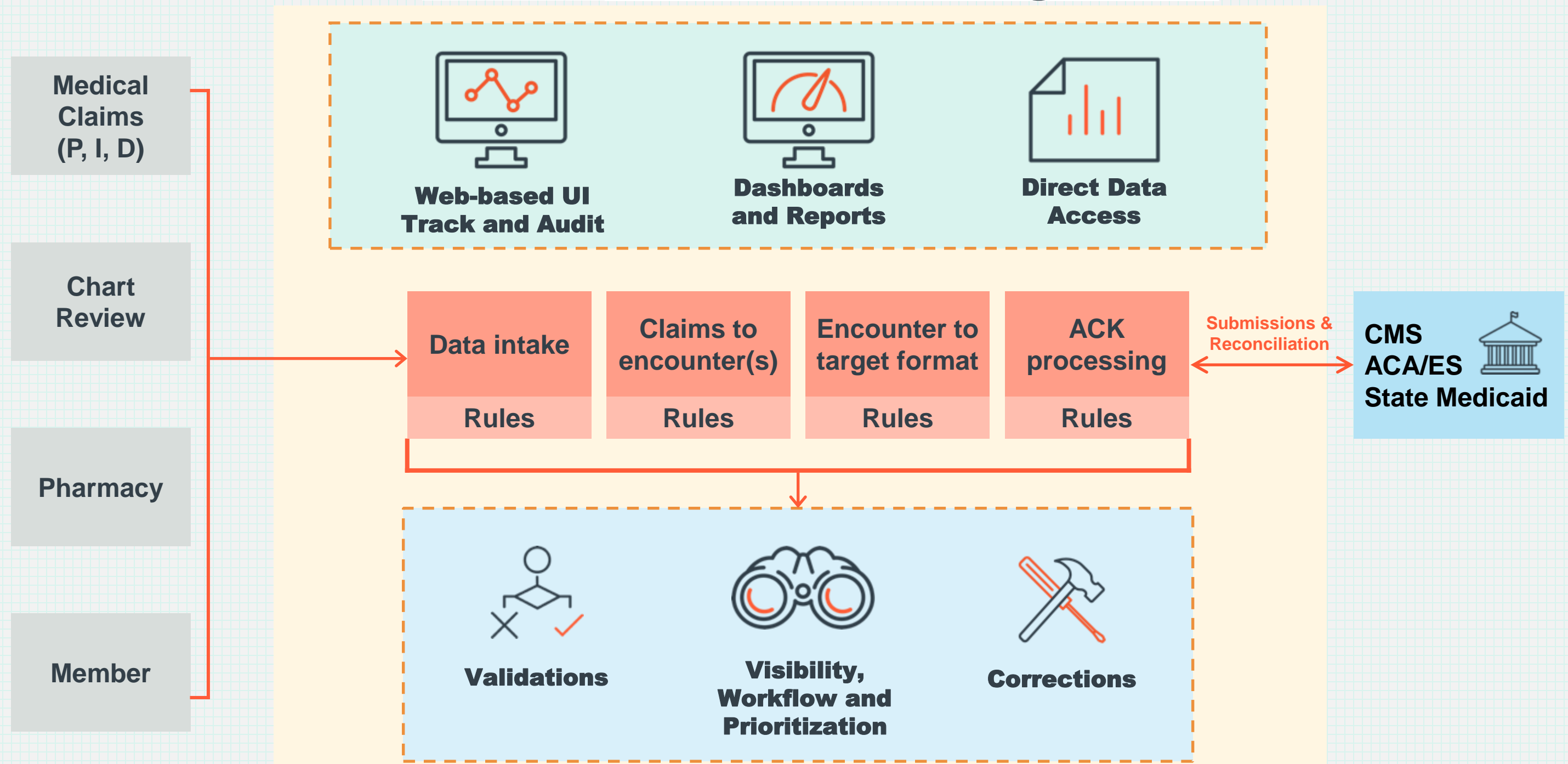


Front-end EDI modernization



Encounter Submission Lifecycle

edifecs Encounter Management

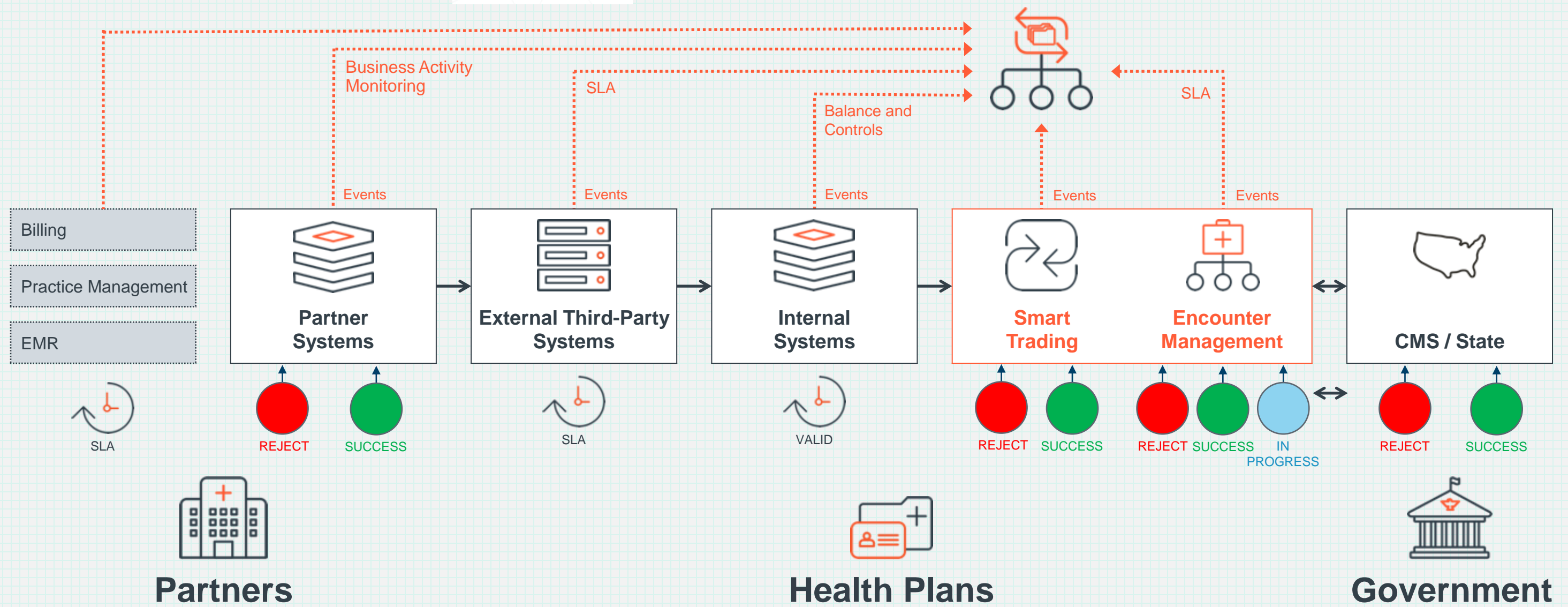


Business Process Management

End-to-end insight into internal and external processes

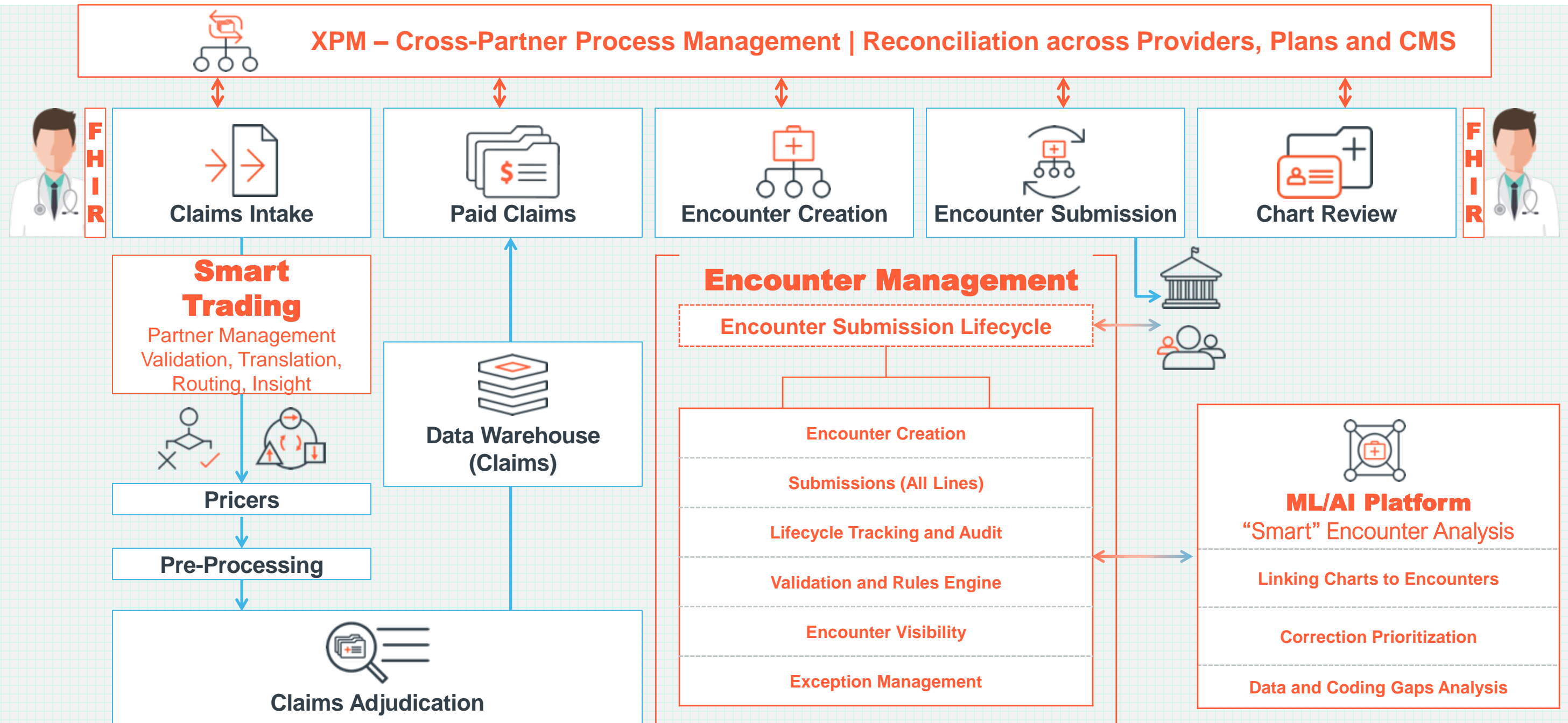


edifecs XProcess Management (XPM)



Solution Building Blocks Required

Best practice: Connectivity, Validation, Tracking, Visualization and Optimization



Building Blocks Built for Value

Built for Healthcare



Connect all the business dots across various systems



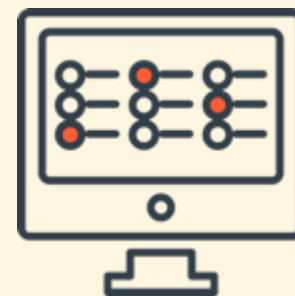
Integrate partner systems, establish trade relationships



Correlate files to claim, claims to multiple encounters, encounters to responses



Track and report with time metrics



Drill down from business to application process

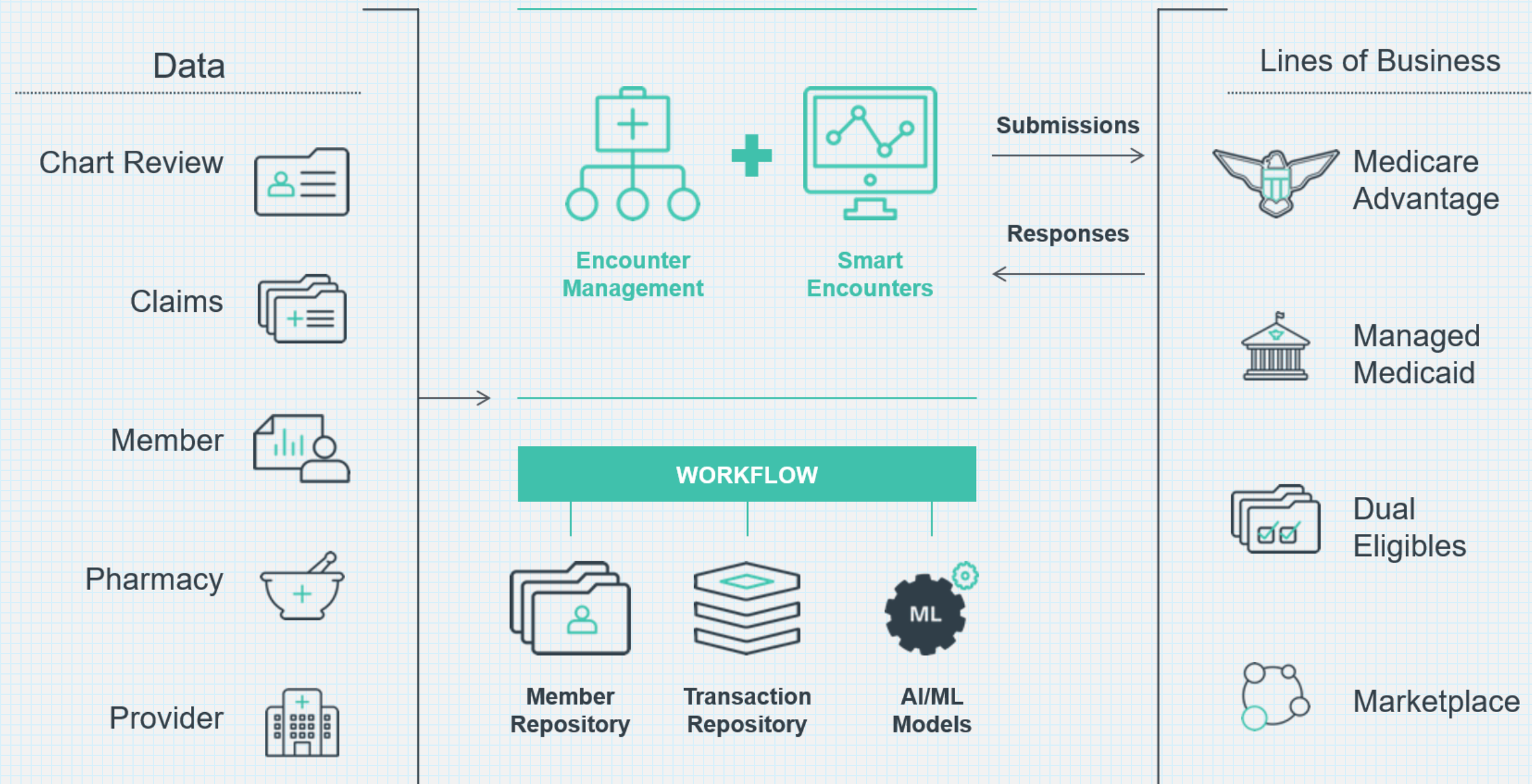


Visualize business processes with user dashboards

5

Wrap Up & Questions

Why Edifecs for Encounter Management?



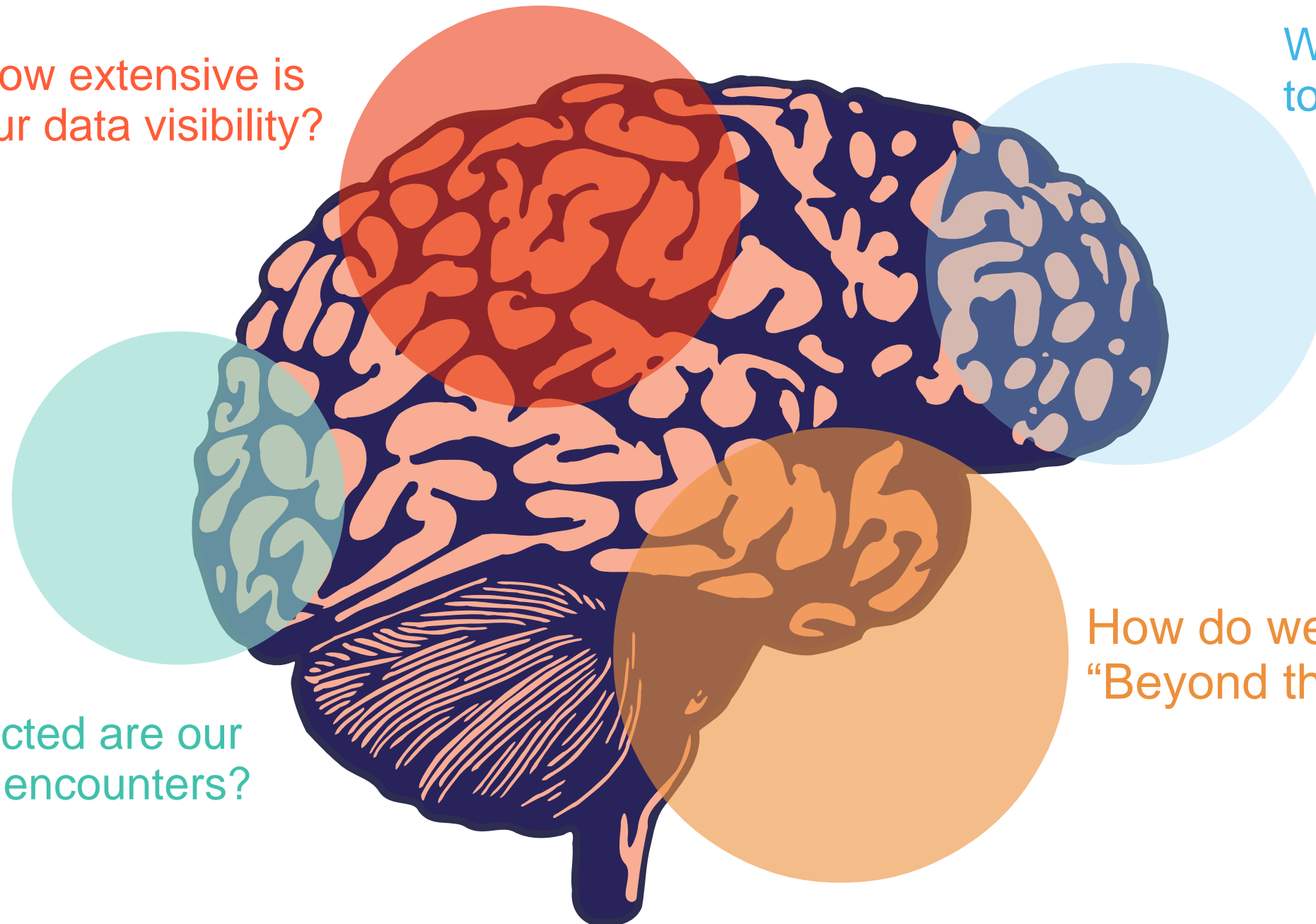
Food for Thought

How extensive is our data visibility?

What is the impact to our organization?

How connected are our claims and encounters?

How do we go “Beyond the Encounter”?



T H A N K Y O U

edifecs[®]

© 2020 Edifecs, Inc. All Rights Reserved.