

The New Era of Interoperability: Looking Beyond Compliance to What's Next

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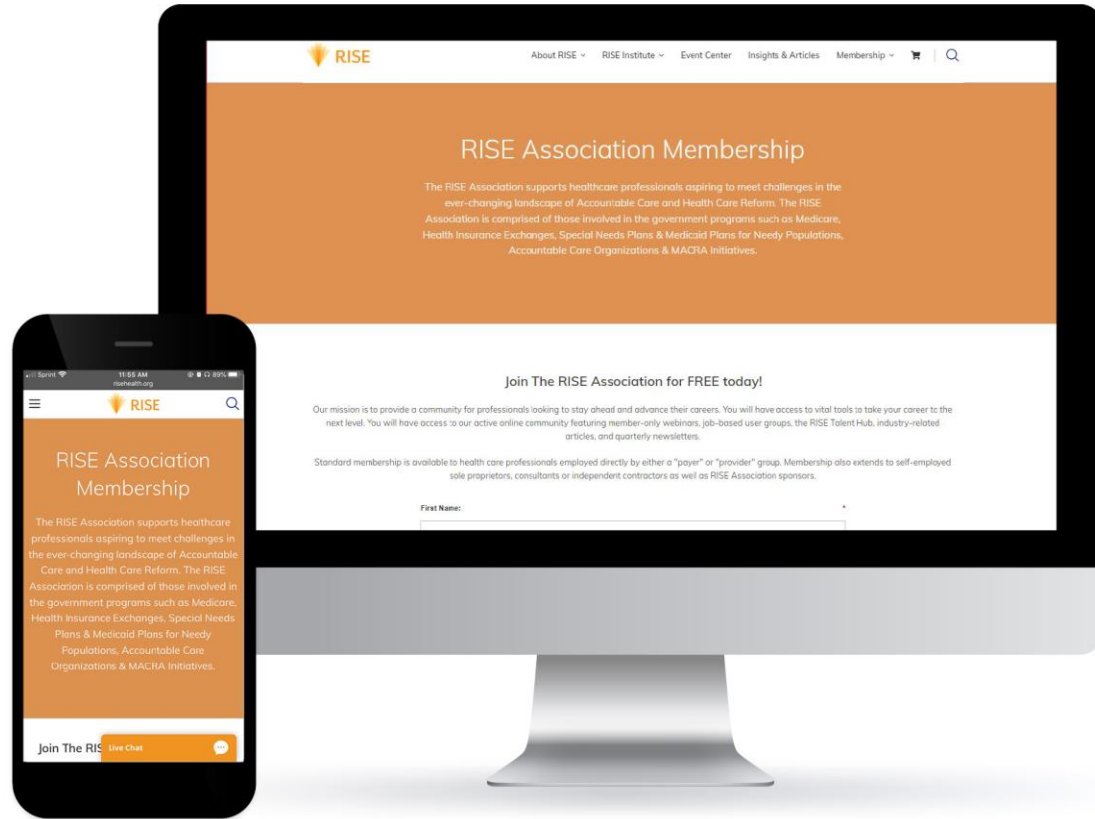
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Today's Speakers



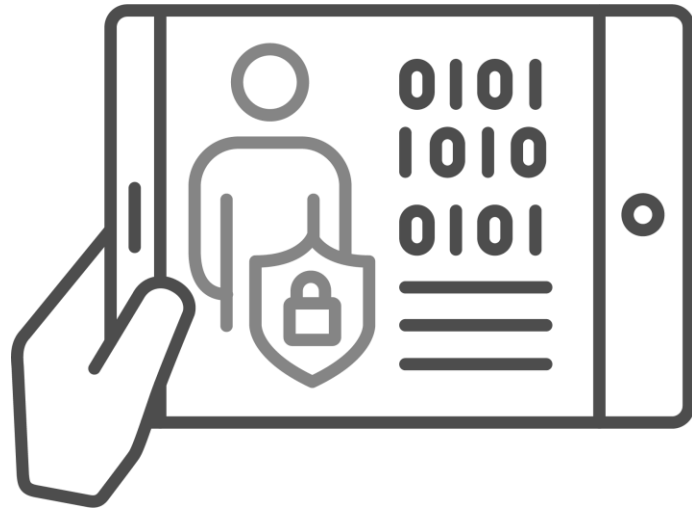
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“Patients must have **complete transparency** into the cost and outcomes of their care.”

-The Office of the National Coordinator for Health Information Technology (ONC), U.S. Department of Health and Human Services

What's on the Horizon: Upcoming Requirements

1/1/22

CMS Interop. Rule: Payer-to-Payer API

CMS 'Price Transparency' Rule:
Availability of standardized data files

'No Surprises' Act: Availability of online price comparison tool; Advanced EOB

1/1/24

CMS Transparency in Coverage Rule:
Phase II Consumer Online Shopping Tool

7/1/21

CMS Interop. Rule: Patient Access API;
Provider Directory API

1/1/23

CMS Transparency in Coverage Rule:
Phase I Consumer Online Shopping Tool

CMS 'Patient Authorization' Rule (currently under regulatory review): Prior Authorization changes; Provider Access API; Payer-to-Payer API changes

Patient Access API Requirements

Map



DATA INGESTION & MAPPING

- ✓ Clinical data exchanged must use the U.S. Core Data for Interoperability (USCDI) standards
- ✓ To facilitate and accelerate data sharing, the CARIN Alliance Blue Button Framework and Common Payer Consumer Data Set (CPCDS) Implementation Guide may be used

Stage



FHIR® API GATEWAY RESPONSE

- ✓ Members must be able to share their data with third-party software applications using the FHIR API
- ✓ Regulated payers must make data they maintain about their members available, including adjudicated claims data, capitated encounter data, and clinical data
- ✓ The API must meet FHIR technical standards finalized by HHS in the ONC Cures Act Final Rule

Trust



APPLICATION & CONSUMER AUTHENTICATION

- ✓ The API must meet the following technical standards: SMART Application Launch Framework; OpenID Connect Core; and OAuth 2.0

Monitor



CLIENT & USER EXPERIENCE

- ✓ Members must have access to claims and clinical data within one business day of claims adjudication or the payer receiving provider encounter data
- ✓ Data includes adjudicated claims, encounter data from capitated providers, clinical data, drug claims, formulary data, and lab results

Bishop, Mandi. Published 15 June 2020. *Prepare for CMS Interoperability and Patient Access API Compliance for U.S. Healthcare Payers*. Gartner. <https://www.gartner.com/document/3986302?ref=solrAll&refval=268605558>

Payer Readiness for the Interoperability Mandates

Percent concerned about implementing and maintaining:

Patient Access API **64%**

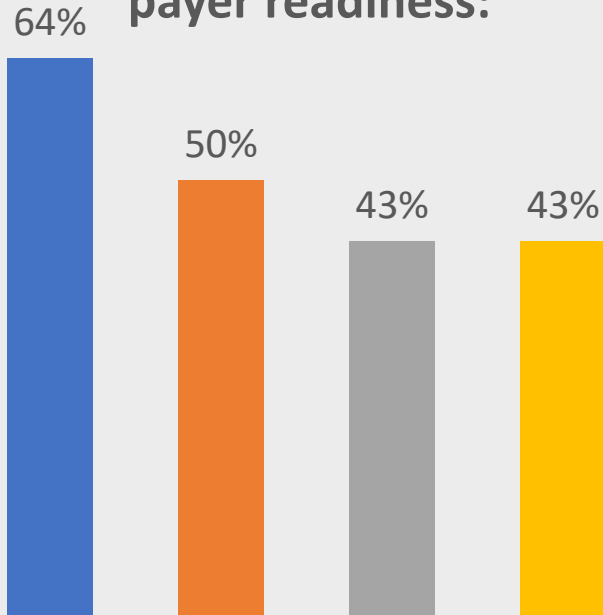
Payer-to-Payer Data Exchange **14%**

Provider Directory API **7%**



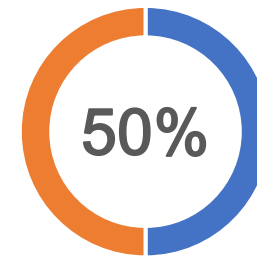
Source: eHI Industry Readiness Survey conducted in partnership with Inovalon in August 2020; <https://www.ehdc.org/node/6920>

Key issues impacting payer readiness:

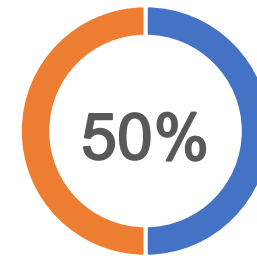


- Not enough time for implementation
- Lack of clarity in regulations
- Too many competing priorities
- Lack of specific technical guidelines from ONC

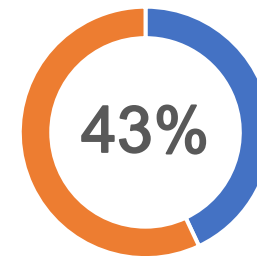
Biggest data sharing challenges between payers and providers:



Lack of technical interoperability



Quality of data that is shared



Lack of data standardization

Extensibility Beyond Compliance



Regulatory requirements will pave the way for health plans to gain new insights and engage more meaningfully with their members



Closing critical clinical and quality gaps



Empowering care management teams



Engaging high-risk members



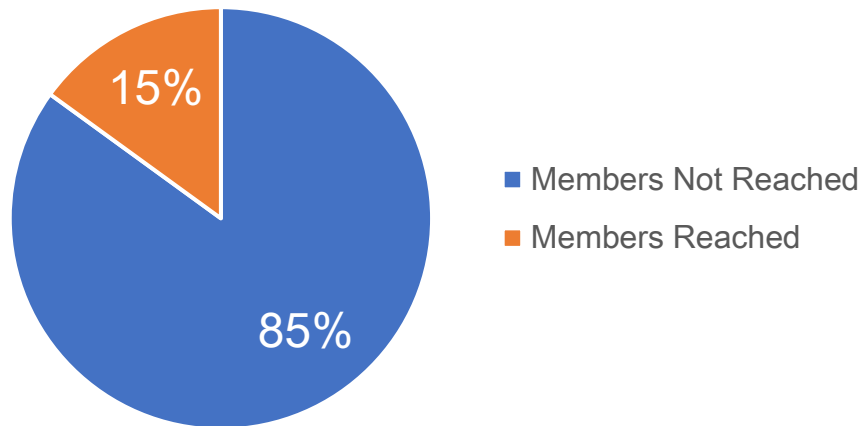
Simplifying the care experience

The Next Frontier of Member Engagement?

Driving greater member engagement through digital means is not a new focus for health plans.

Current State

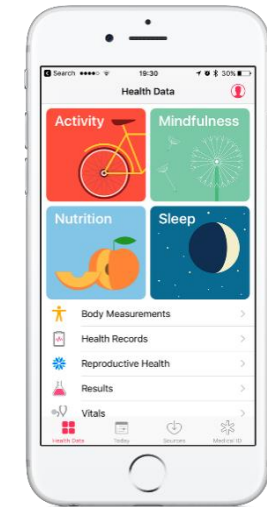
Recent analysis* looking at **member engagement for chronic care reminders** across health plans found that traditional approaches such as telephone and letter were only able to reach **about 15%** of targeted members.



*Based on Inovalon analysis of market trends

Future State

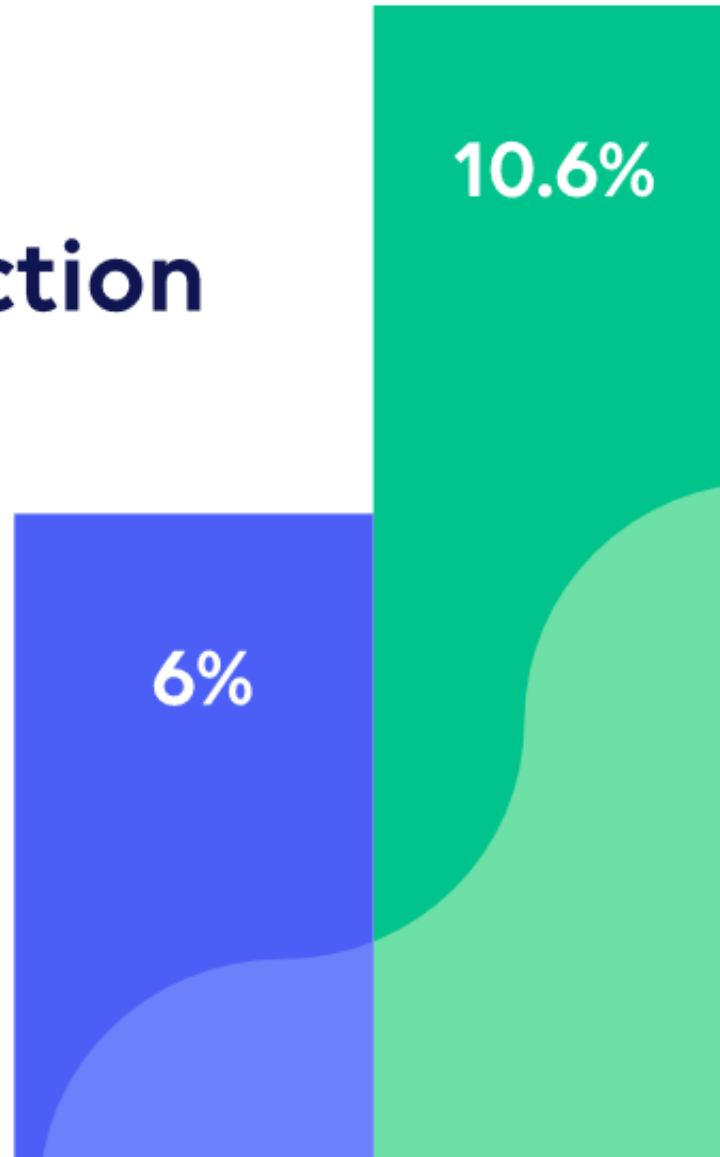
With the ability for health plans to now engage directly with a member through their own personal apps (Fitbit, Apple Health, etc.) the likelihood of “reach” and “action” likely should be higher.



42%

Portal connection rate increase

As of March 2021



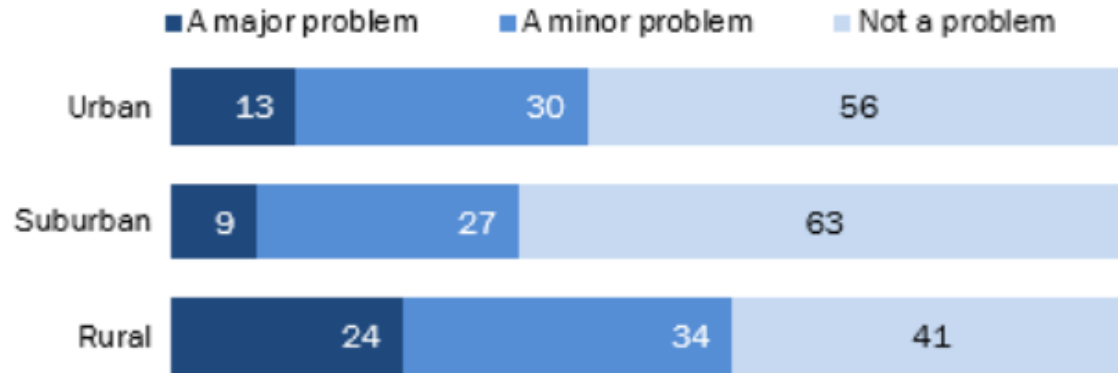
**Patient Access
is the new
engagement**

onerecord™

The Digital Divide: Rural vs. Non-Rural

Roughly one-in-four rural residents say access to high-speed internet is a major problem in their area

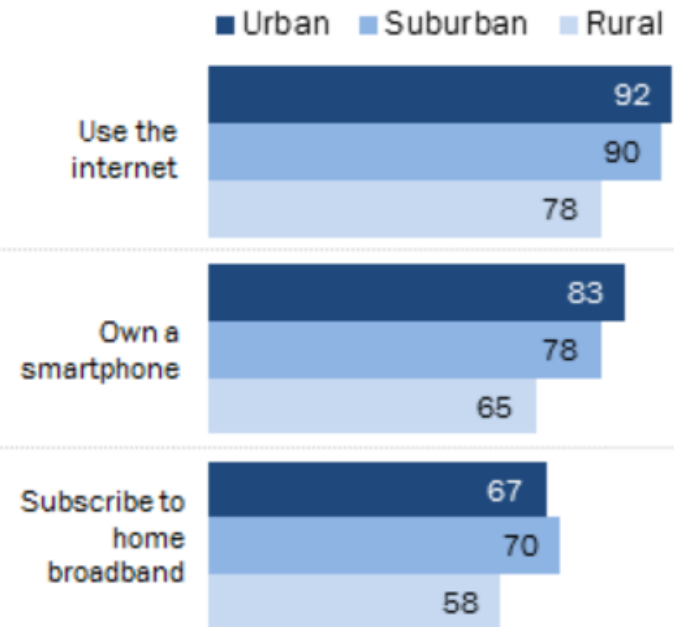
% of U.S. adults, by community type, who say access to high-speed internet is ___ in their local community



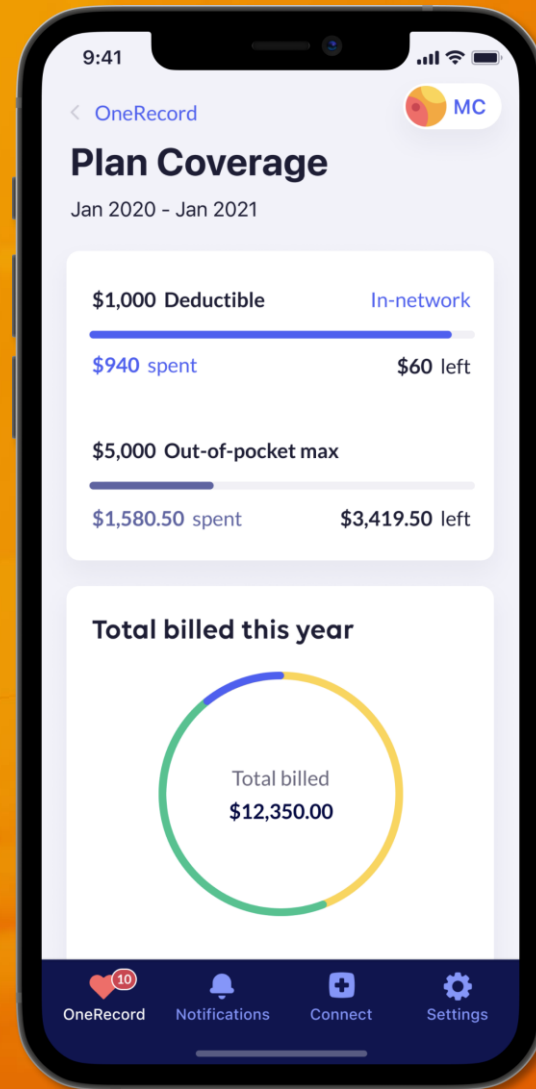
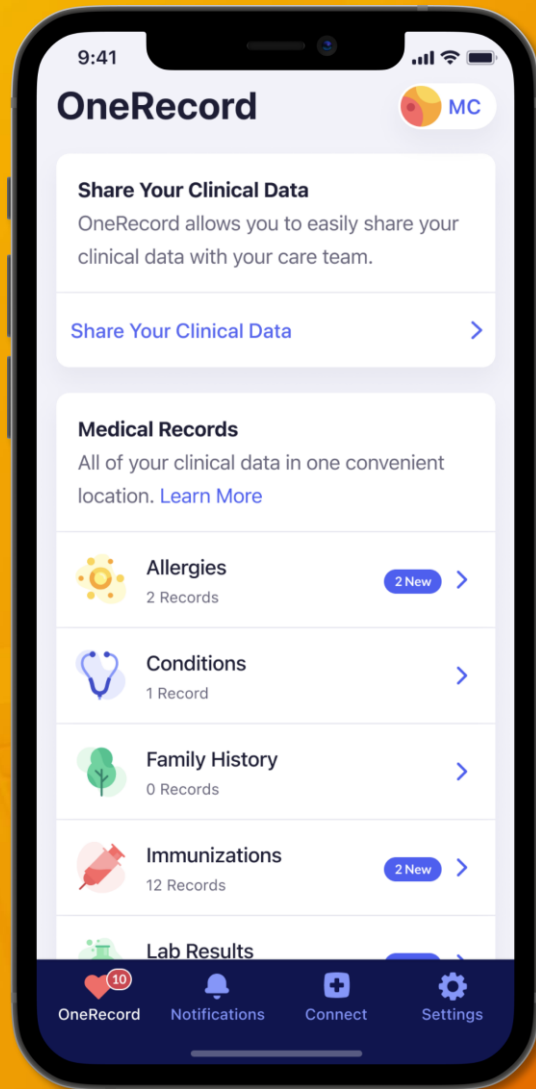
Note: Respondents who did not answer are not shown.
Source: Survey conducted Feb. 26-March 11, 2018.

Rural adults are less likely than those in other areas to have high-speed internet at home, own a smartphone

% of U.S. adults, by community type, who say they ...



Source: <https://www.pewresearch.org/fact-tank/2018/09/10/about-a-quarter-of-rural-americans-say-access-to-high-speed-internet-is-a-major-problem/>



Key Takeaways

- ***Are you ready for what's in front of you?*** Payer preparedness for the upcoming Interoperability Rule requirements is a significant undertaking, particularly from a technical perspective.
- ***Are you ready for what's ahead?*** The framework payers are building to support Interoperability Rule compliance will serve as the foundation for future regulatory requirements.
- ***Are you actively strategizing ways to speed up the consumer adoption curve?*** Engaging with your member services team on how to promote and incentivize consumer adoption is critical for success.

Questions?



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THANK YOU

