

# Optimize Chart Retrieval Outcomes with New and Innovative Technology

*Maximize chart retrieval results through automation and strategic insights*

**Presented By:**

**Zhe Leonard, Director, Product Management – Talix**





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  
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Quality & Revenue



### Risk Adjustment, Quality, Utilization Reduction and Preventive Care: What's Driving Value?

Sponsored by Lorainmark Health

Aired: July 29, 2021

Join us to learn implemented and tested best practices for serving polychronic patients within a value-based care model. This webinar is designed to be interactive, providing insights from the latest risks.



### Planning Your HEDIS® Project for MY2021

Sponsored by Centauri Health Solutions

Aired: July 28, 2021

During this webinar, we'll review the key things you should incorporate into planning for a successful HEDIS® MY2021 project and considerations for MY2022 and beyond. We'll discuss updates to the MY2021 measure set and things to consider as a



### Risk Adjustment in a Value-Based World

Sponsored by 3M Health Information Systems

Aired: July 22, 2021

Most organizations who have embraced the shift to value-based care must implement models that combat rising health care costs and create a focus on preventive care. Payers need to adopt innovative

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# Agenda

**1**

## Trend & Strategy

Why is chart retrieval so important and what's the industry trend?

**2**

## Overcoming Challenges

How do you overcome challenges and what does that look like in the real world?

**3**

## Value of Chart Retrieval Innovation

What's the value to both plans and payviders?

**4**

## Wrap Up & Questions

Thank you for joining!

# Poll

What type of organization do you represent?

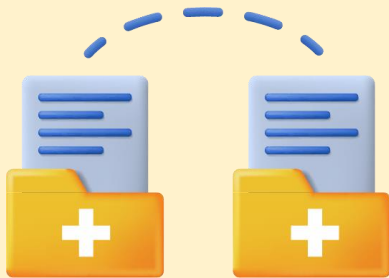
- Provider
- Payer
- Payvider
- Vendor

# Trend & Strategy



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# Enterprise Retrieval Industry Trends



The need for health plans to acquire, exchange, and share member medical record data continues to increase



The demand and adoption of e-Retrieval is increasing, and accelerated by pandemic



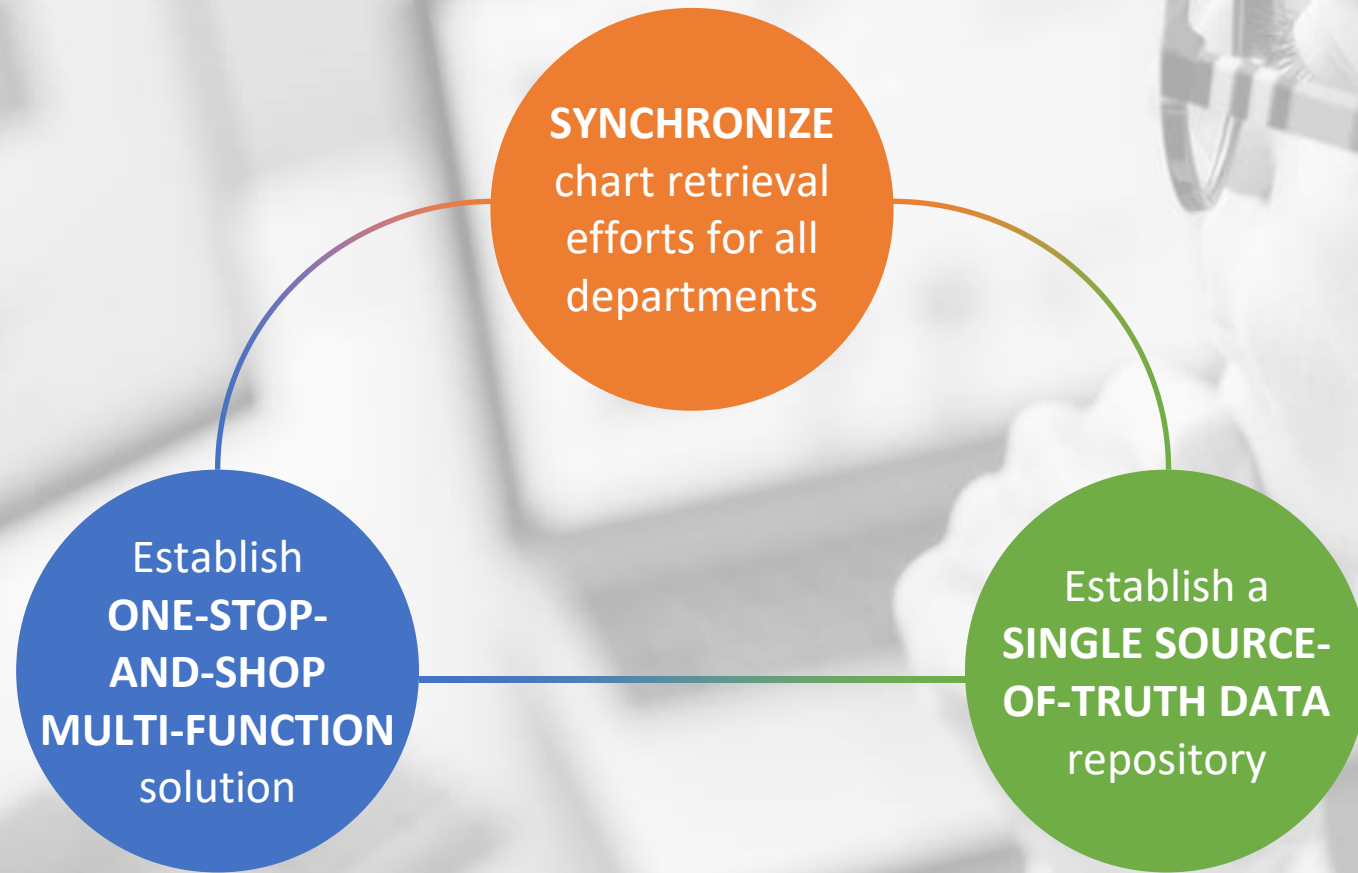
Manual retrieval will still be an important part of retrieval effort



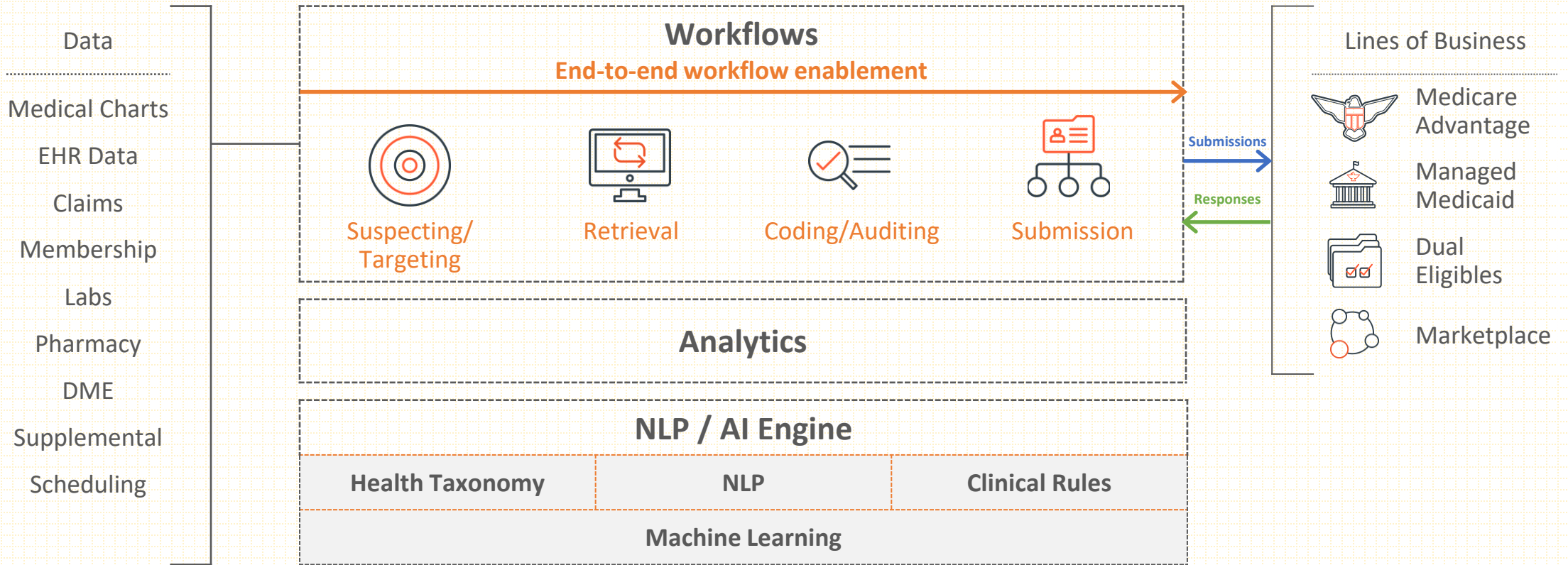
AI and NLP will be used more to improve retrieval ROI and chart mining



# A Holistic Organizational Strategy



# Comprehensive Platform



# Overcoming Challenges



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# Industry Challenges with Chart Retrieval



1 Complex workflow handled by inefficient and disparate systems

2 Duplicate metadata ingestions and delay with two vendors

3 Duplicate efforts across multiple departments

4 Lack single source of truth for patient data due to silos

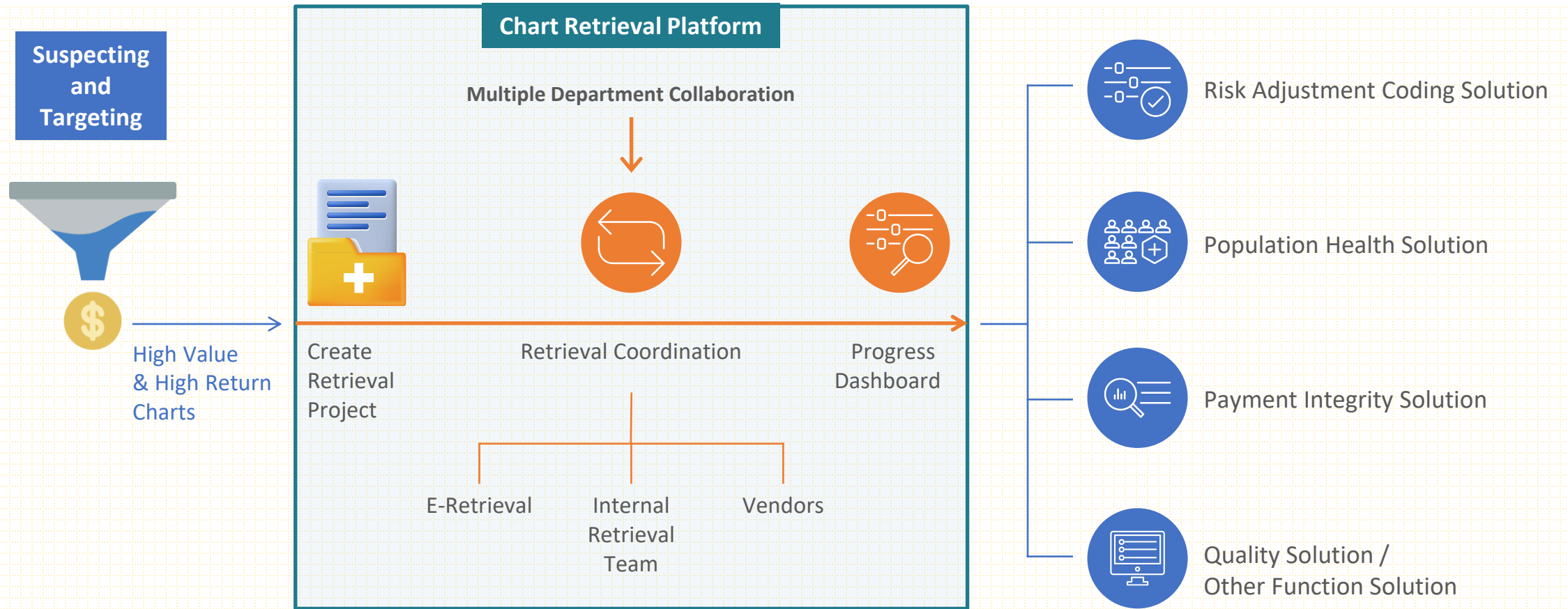
5 Missed opportunities with high-value high-return charts

# Value of Chart Retrieval Innovation



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# Chart Retrieval Workflow At-a-Glance



# E-Retrieval

A better, faster, cheaper alternative to manual retrieval



Manual Chart Retrieval

E-Retrieval

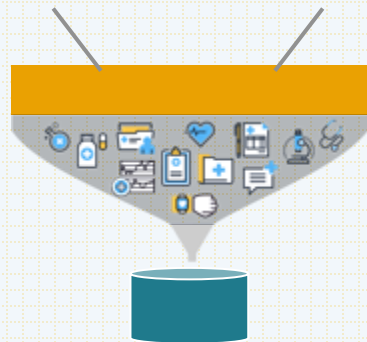
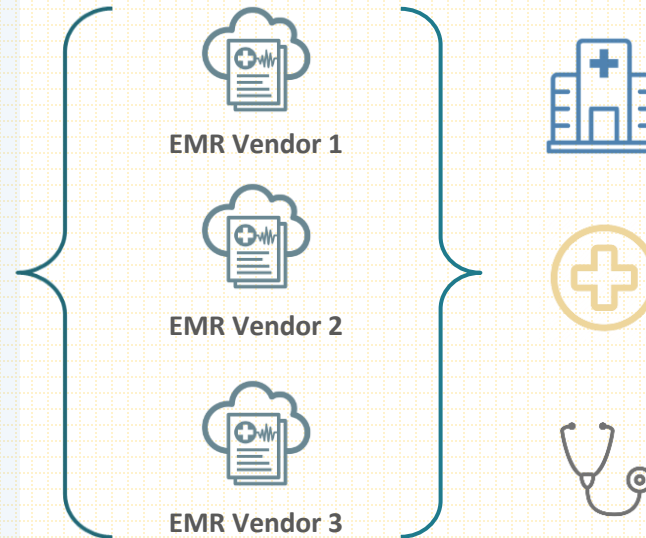


Chart Retrieval Platform



EMR Systems

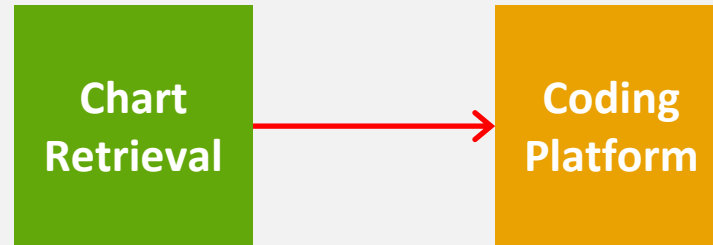
## The Solution

- Optimize E-Retrieval Strategy
- E-Retrieval Implementation
- Include E-Retrieval charts in the retrieval workflow and dashboards

# Unified Code and Retrieval Solutions

Brings transparency, a quick feedback loop, data integrity and time saving

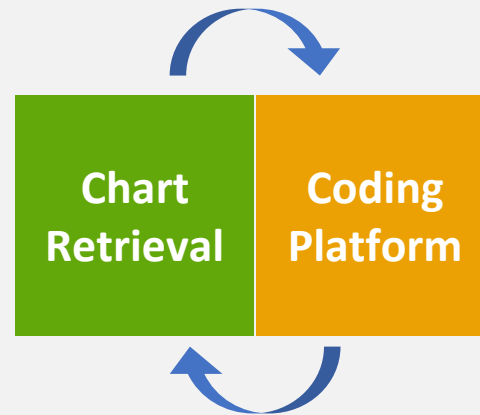
Separate Process



Delay, data transfer, one-way

vs.

Integrated Process



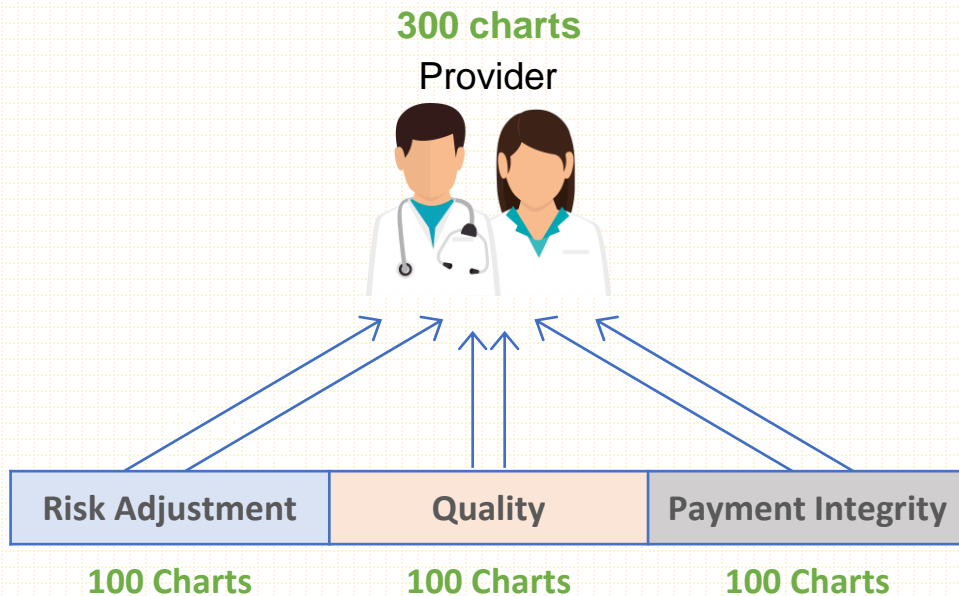
Near real time, data sync, two-way



# Multiple Department Collaboration

Reduce provider abrasion, reduce duplicate efforts, save cost

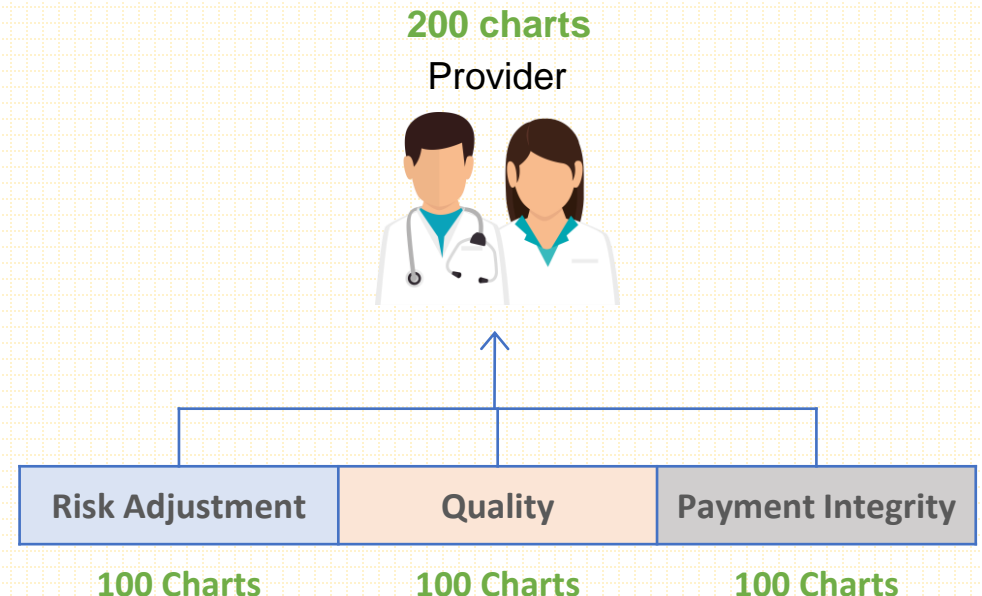
## Independent Department Retrieval



(assume 50 overlap from each department)

Multiple departments reach out to the same provider **multiple times** regarding the same member and the same service date

## Collaborated Department Retrieval



(assume 50 overlap from each department)

Multiple departments reach out to the same provider **just once** for all charts

# Poll

## Importance of Solutions

Of these 3 solution areas, indicate which one provides best value for your organization:

- Chart retrieval automation (including E-Retrieval)
- Multiple department support
- Integration with Risk Adjustment coding platform

# Key Takeaways



**Holistic Organization Strategy**



**Automatic Retrieval Workflow  
Manual and e-Retrieval**



**Integration with Coding Platform**



**Multiple department collaboration**



**High-value high-return charts driven by AI**



**Central DB management system**



## The Value

- Cut turnaround time, reduce overall costs, improve productivity, and lower provider abrasion
- Direct access to multiple providers' EMRs and a one-time setup, pull charts regularly
- Seamless integration brings transparency, saving time and resources, and a quick feedback loop
- Coordinate multiple department requests to avoid duplicated efforts due to organizational silos
- Revenue increase from targeting more high value and high return charts
- Single source of truth patient data, results in accurate and insightful analytics

# History and Industry Experience

We build solutions that make healthcare more efficient



Serving more than 215 million lives through our 350+ customers

## HEALTHCARE MARKET FOCUS



**1050+**  
Employees Globally



**Leaders**  
In Trading &  
Compliance



**26/36**  
Blue Plans



**10/10**  
Top Health Plans



**32/52**  
State Medicaid  
Programs



**100+**  
Provider Customers

## Solution Evolution



# Wrap Up & Questions



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The logo for RISE National 2022 features the word "RISE" in large, bold, red letters, "National" in a smaller, bold, red font, and "2022" in a bold, blue font. The text is set against a background of horizontal blue and white stripes. A small yellow star is positioned above the "I" in "RISE".

# RISE National 2022

Talix, an Edifecs Company, will be at  
RISE National 2022 | March 7-9

Be sure to visit our booth and attend our speaking session!

## Unifying NLP-enabled Risk Adjustment Processes for Improved Revenue Integrity and Gap Closure

**Date** Tuesday, March 8, 2022

**Time** 11:35 AM

# Thank you for joining our session!

**Presented By:**

**Zhe Leonard**

*Director, Product Management*



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