Best in KLAS for Risk Adjustment & Best in Class for our Clients

Presented By:

Mark Bigelow, *Vice President Risk Adjustment* – **EXL**

Varun Pandarathil, *Assistant VP, Data Analytics* – **EXL**

RISE

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

QUALITY & REVENUE
COMMUNITY

MEDICARE
MEMBER ACQUISITION & EXPERIENCE
COMMUNITY

SDoH
COMMUNITY

LEARN MORE AT THE RISEHEALTH.ORG/MEMBERSHIP

Discussion Board

Dashboard   Log out

Select your community   Quality & Revenue ▼

Search posts   SEARCH

Risk Adjustment   SEE ALL

Post	Replies
July 15, 2021 Meeting Notes: HCC Coding User Group #3 started by Tracy Anderson 10 days ago	22
Current Trends and Topics: What keeps you up at night? started by Marina Adamsky 14 days ago	8
Strategies for RADV Audit Success with a Remote Team started by Tim Hart 29 days ago	4

NEW POST

Quality & Stars   SEE ALL

Post	Replies
Breaking news: CMS finalizes telehealth, ESRD changes to Medicare Advantage started by Ilene MacDonald 440 days ago	2
The impact of COVID-19 on Quality and Stars started by Ilene MacDonald 489 days ago	12

ASK YOUR QUESTIONS IN OUR DISCUSSION BOARD

Today's presenters

Mark Bigelow
VP, Risk Adjustment
EXL Health

Varun Pandarathil
AVP, Risk Adjustment
EXL Health

EXL

Human Ingenuity

At EXL Health we make sense of data to drive your business forward.

What others may see as impossible, we welcome as a challenge.

And we don't rest until we find a better way.

We are experts in the healthcare domain

Chief medical officer
———
Clinicians
———
Chief nursing officer

6,000+
Healthcare professionals

1,600+
Nurses and doctors

550+
Data scientists

300+
Coding and claims experts

Payers
———
Providers
———
PBMs
———
Life sciences

260M+
Unique lives

6 of Top 10
US health plans

2 of Top 3
PBMs

1,000+
Employer groups represented

8 of Top 15
Life sciences companies

Breadth & depth of healthcare expertise

Accreditations and compliance

Client-first approach
Clinical, operational, and financial services to deliver flexible offerings

Healthcare analytics center of excellence
Enterprise data management and innovation solving real-world problems

EXL healthcare academy
U.S.-certified clinical capabilities

URAC ACCREDITED HEALTH UTILIZATION MANAGEMENT USA

URAC ACCREDITED HEALTH UTILIZATION MANAGEMENT Philippines

NCQA ACCREDITED CASE MANAGEMENT 3 YEARS

NCQA ACCREDITED UTILIZATION MANAGEMENT USA

NCQA ACCREDITED UTILIZATION MANAGEMENT Philippines

EXL

Introduction: Our client

A client with a large Medicare population with multiple value-based contracts

– A not-for-profit multispecialty medical foundation

– More than 130 community practices

– 835 physicians and medical professionals and serves approximately 120,000 Medicare patients

– What is an ACO?

  – An ACO requires physicians and other healthcare practitioners to provide coordinated care to improve patient outcomes and reduce overall costs

  – An ACO receives a portion of any savings that result from reducing costs while meeting quality requirements

EXL

Client challenges

The healthcare system did not have an accurate reading of this patient population's risk score

– This prevented them from being able to estimate the level of risk they could take on for both their Medicare Advantage and ACO populations

– Our client needed to determine a realistic projection of the clinical and financial risk carried by their Medicare patients

– This projection would allow them to better provide high-value, patient-centered care

> The client partnered with EXL Health not only for its technology solutions but also our support providing operational, analytical, and real-world recommendations to improve their patient and business outcomes

EXL

Our client needed a solution unique to their business challenges

Our comprehensive solution combined deep domain expertise, powerful analytics, and advanced technologies

Making Suspects and Gaps available at Point of Care

Actionable Analytics

Bi-directional chart reviews for accurate risk recapture

Targeted Physician education for Documentation Improvement

Prioritized Patient Outreach for Annual Wellness Visit Scheduling

EXL

Our Journey

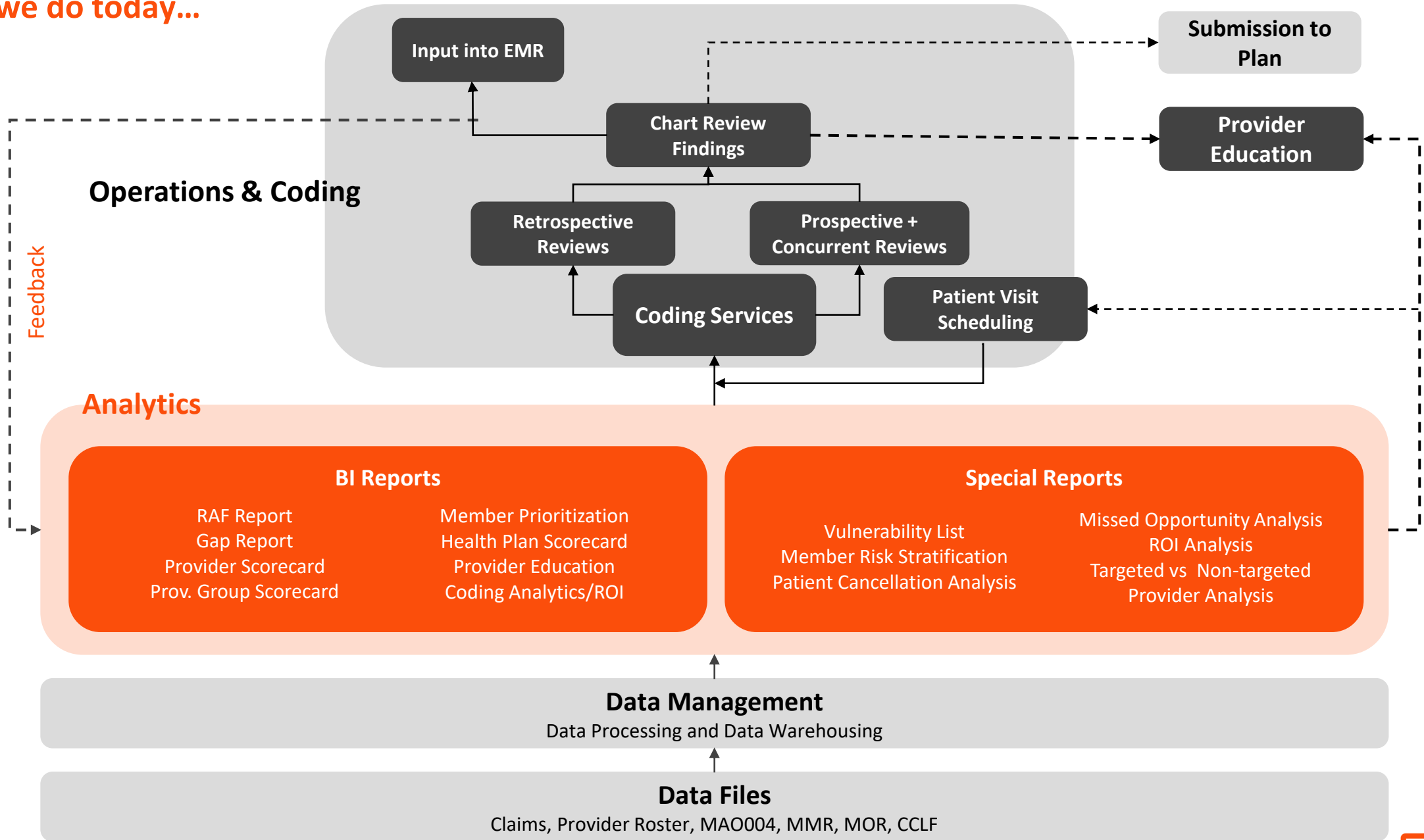| 5,000 + Members	15,000 + Members	30,000 + Members	40,000 + Members
Program Year 1	**Program Year 2**	**Program Year 3**	**Program Year 4**
Retrospective Chart Reviews	Targeted Chart Reviews • Retrospective • Prospective + Concurrent (pilot)	Targeted Chart Reviews • Retrospective • Prospective + Concurrent	Targeted Chart Reviews • Retrospective • Prospective + Concurrent
Provider Education (pilot)	Targeted Provider Education	Targeted Provider Education	Targeted Provider Education, including Specialists
AWV Effectiveness Tracking	Custom Analytics • Patient Prioritization Lists for AWV Scheduling	Custom Analytics: • Patient Prioritization Lists for AWV Scheduling • Patient Vulnerability Stratification • Physician Performance Scorecards	Custom Analytics: • Patient Prioritization Lists for AWV Scheduling • Patient Vulnerability Stratification • Provider Performance Scorecards • Documentation accuracy of Specialists

EXL

What we do today…

RAF Improvement & HCC Gap Closure

EXL

HCC RAF Improvement

Avg. HCC RAF Score

Legend: ■ Cont. Eligible Members ■ Overall Population

	Year 1	Year 2	Year 3	Year 4
Cont. Eligible Members	0.273	0.317	0.549	0.491
Overall Population	0.202	0.319	0.512	0.473

(Y-axis: Avg. HCC RAF Score, 0.000 – 0.600)
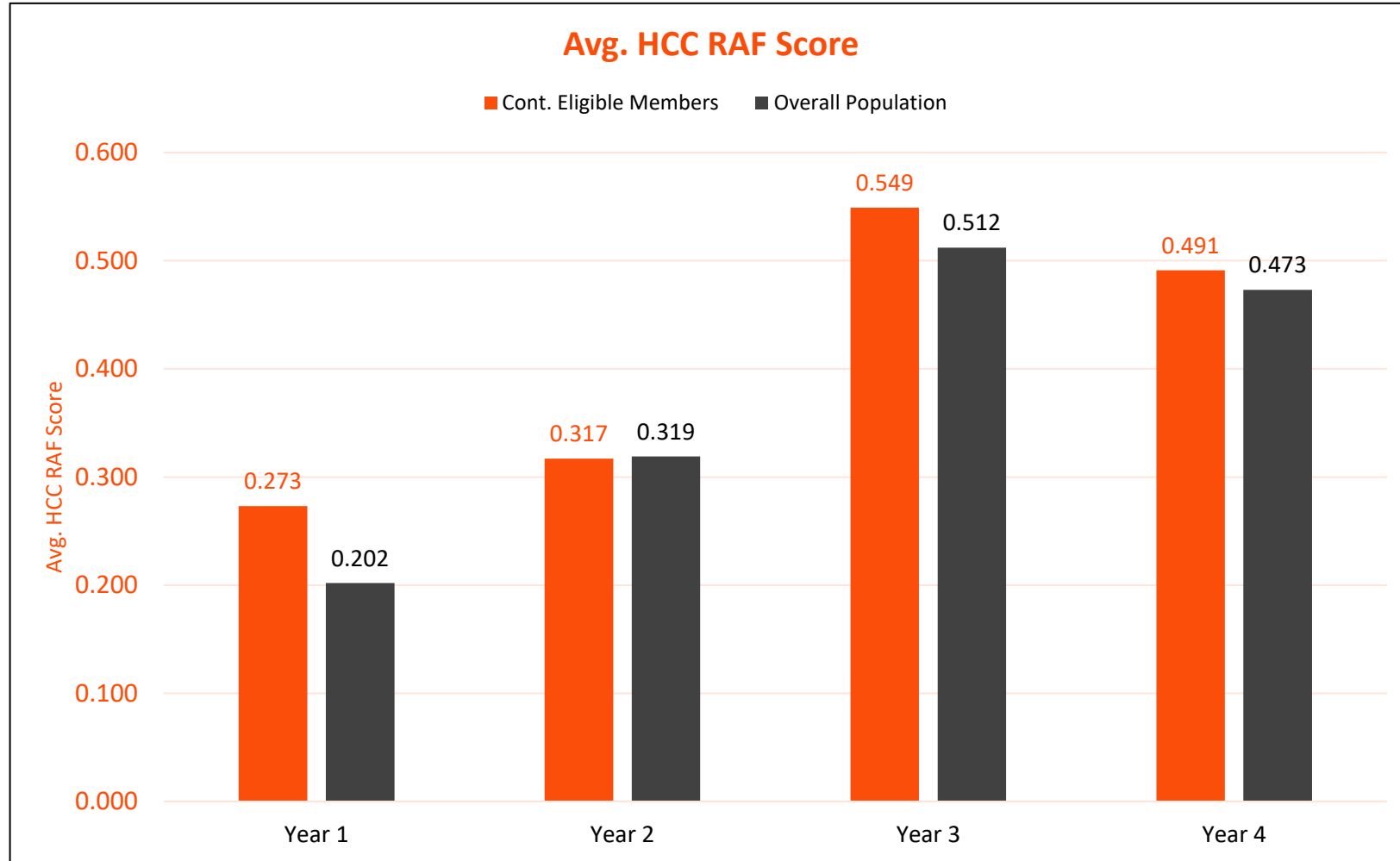
Overall population's avg. HCC RAF scores has increased by over **134%** from Year 1 (baseline year) through Year 4

The dip in HCC RAF Score in Year 4 can be attributed to lower number of encounters for risk recapture due to COVID

Improved rate of GAP Closure – Persistent HCCs
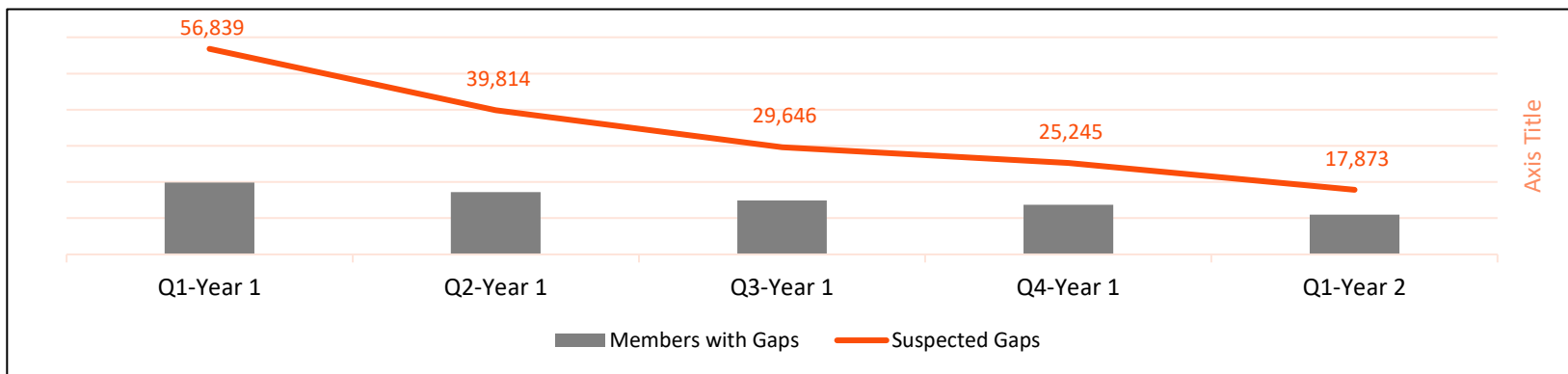
~ 70%
Chronic HCC Gaps were closed in Year 3
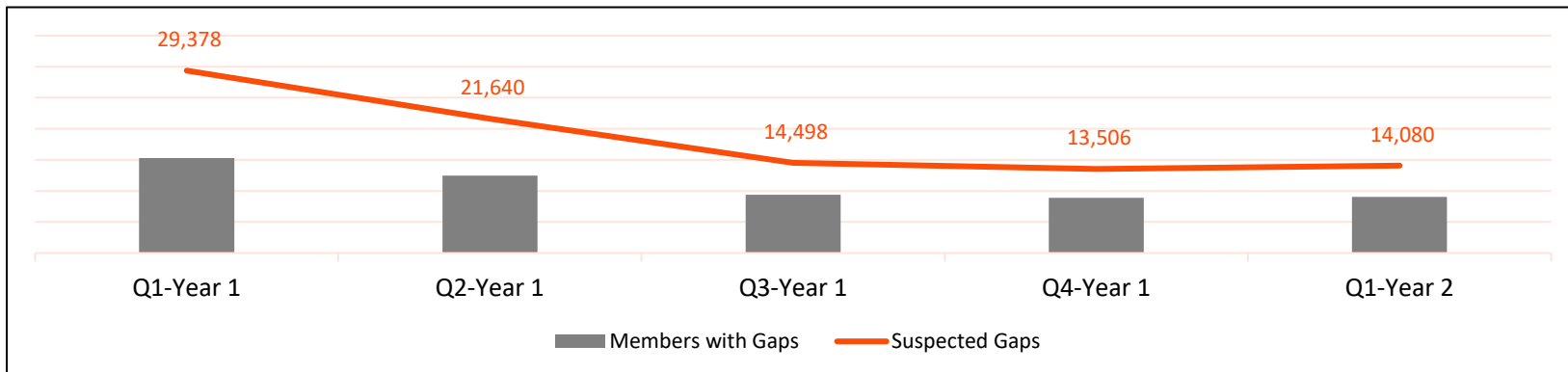
~ 60%
Chronic HCC Gaps were closed in Year 2
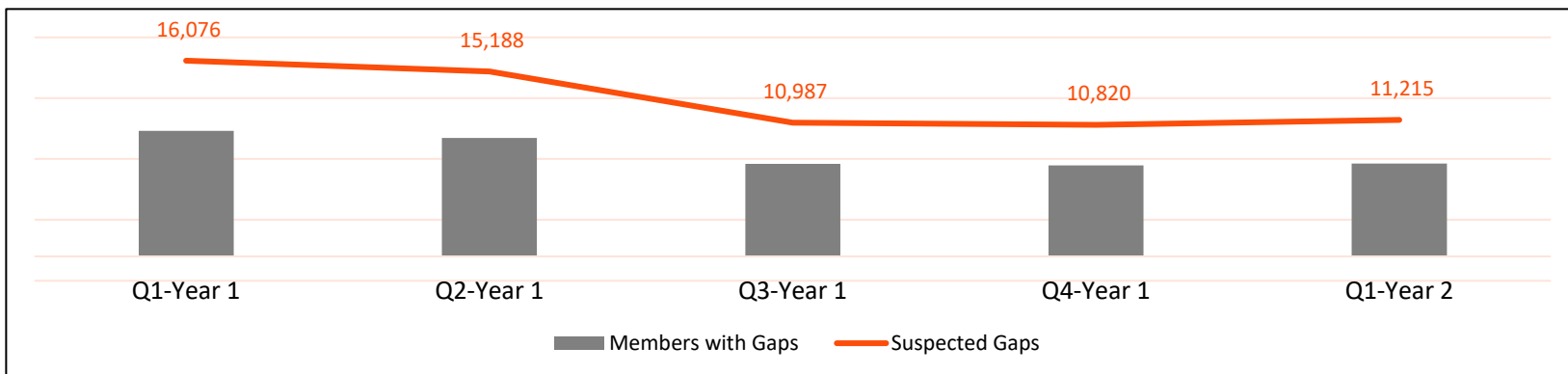
< 50%
Chronic HCC Gaps were closed in Year 1

RAF Lift through Chart Reviews – Combination of Retrospective, Prospective & Concurrent Reviews

Retrospective Reviews

	Year 2	Year 3	Year 4
Total Members Reviewed	5,000	5,000	2,600
Avg. RAF Added per Chart (Net New)	0.077	⬆ 0.088	⬇ 0.061

Targeted suspecting and **Physician profiling** helped us identify the most valuable patient charts to target.
The improved recapture during the encounter reduced the number of charts that needed to be reviewed retrospectively

Prospective & Concurrent Reviews

	Year 2	Year 3	Year 4
Avg. RAF Added per Member (Pre Audit)	0.309	⬆ 0.358	⬆ 0.495
Avg. RAF Added per Member (Post Audit)	0.127	⬆ 0.225	⬆ 0.287

A combination of **focused Physician Education** and **scheduling** of patients based on **risk stratification** has helped improve the RAF recapture rates during the encounter itself

EXL

Provider Education Support

Provider Profiles

Coder's Findings

RAF Information

HCC Gap & Suspect Information

AWV Effectiveness

Analytics Engine

Provider Scorecard

Curated Content for Provider Education

Provider Performance Tracking
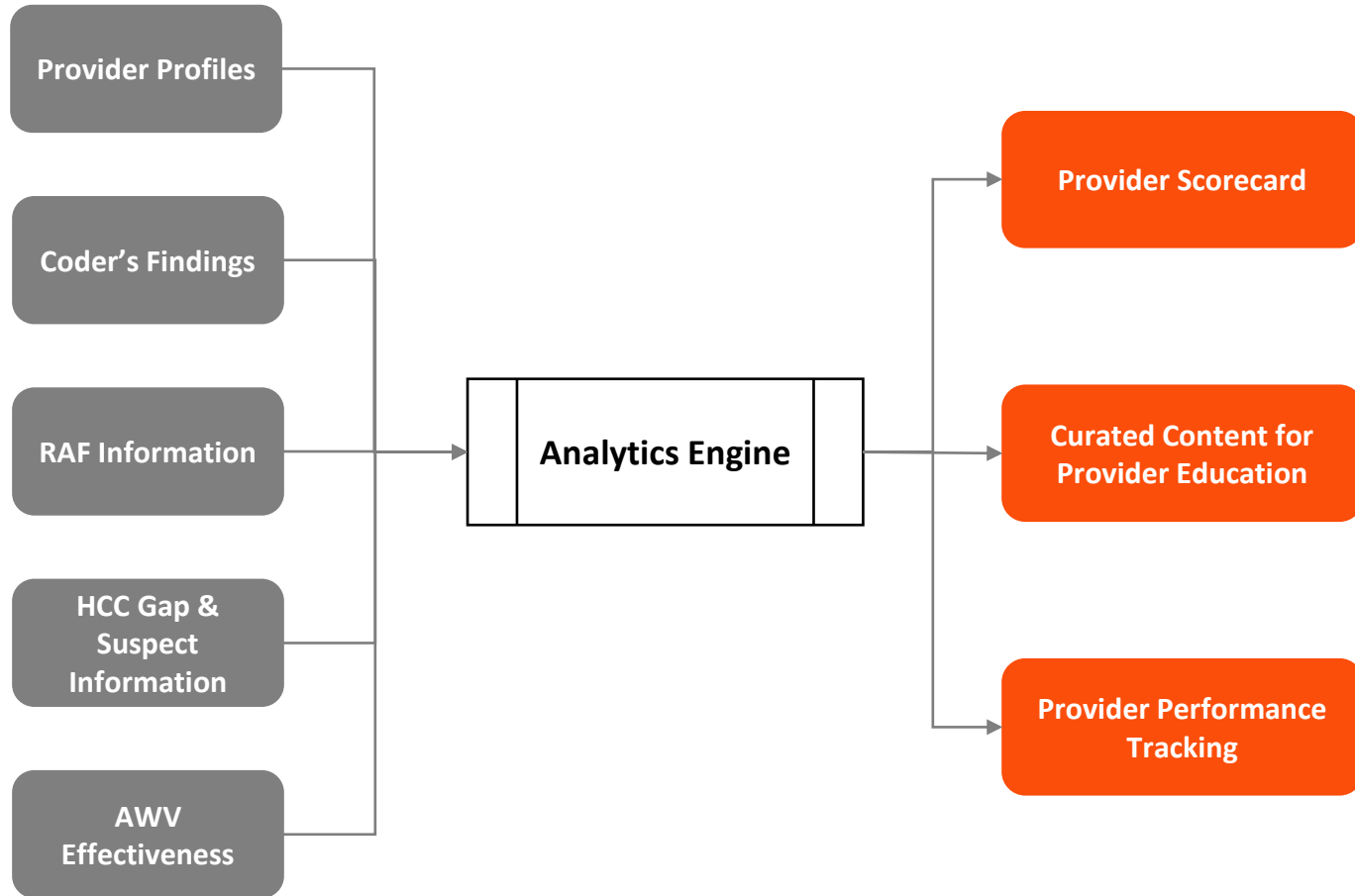
Tools for effective Provider Education:

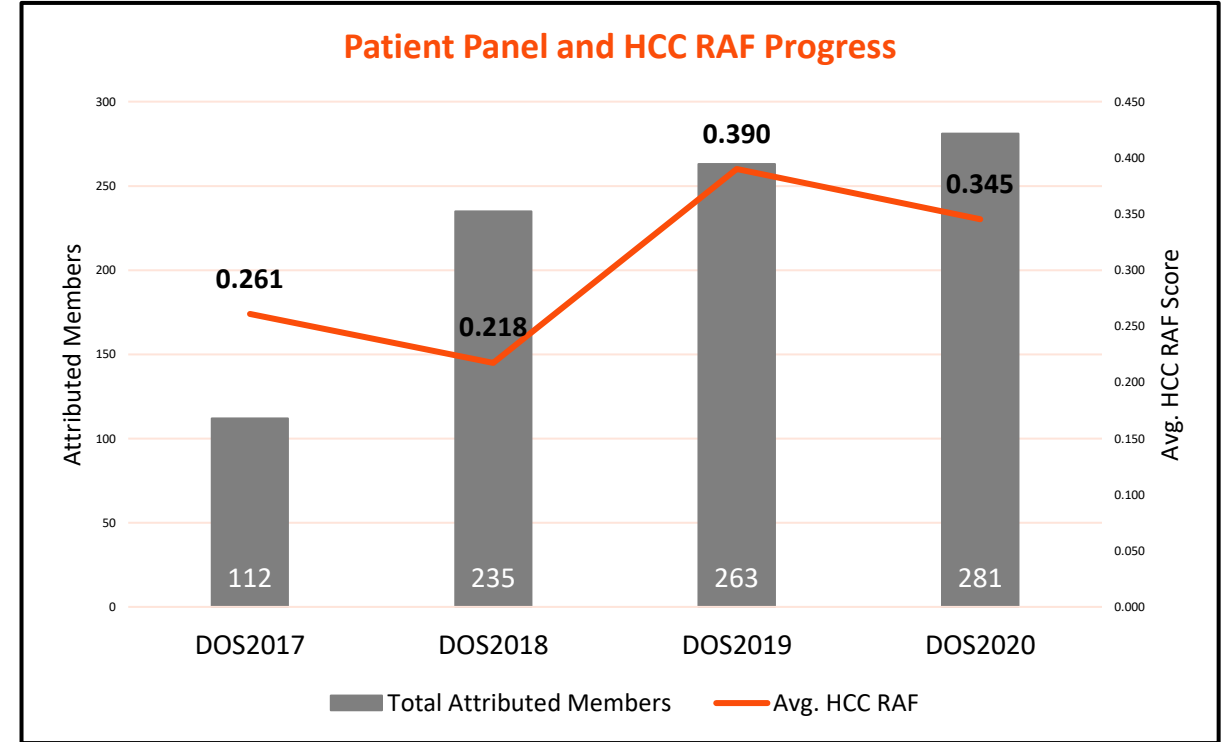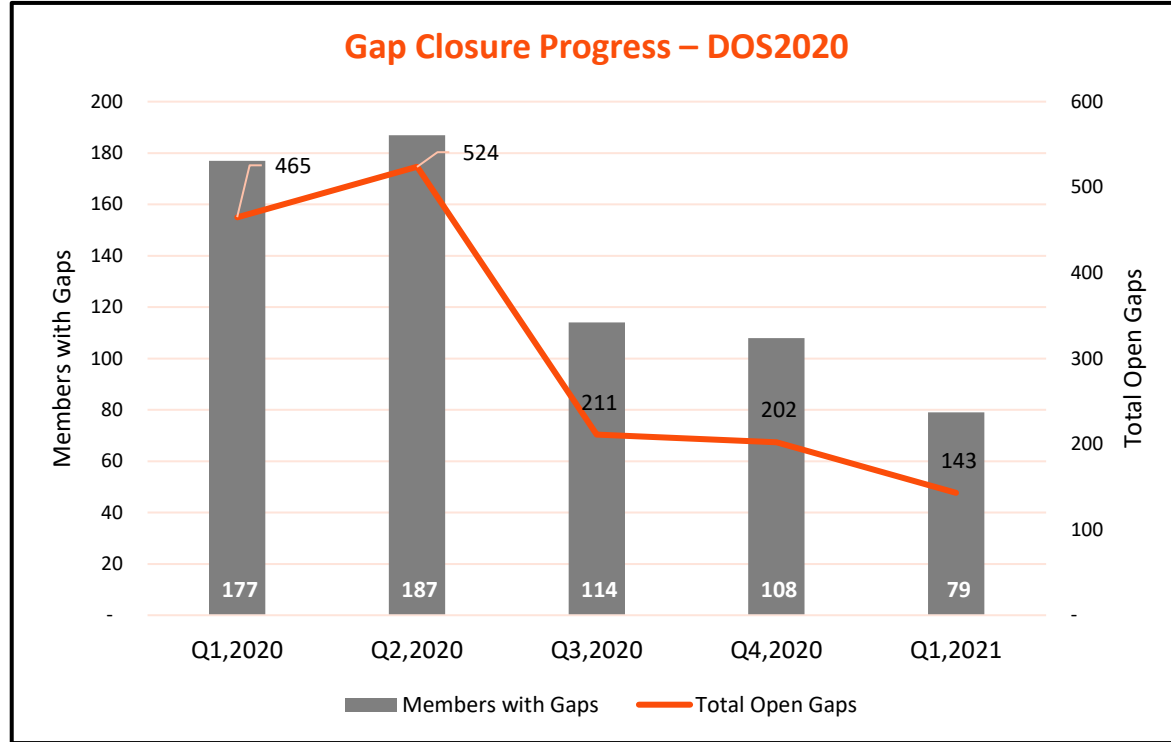EXL has aided effective Provider education by making Clinician specific data on performance accessible through:

- Provider Scorecard: A performance scorecard which can be shared periodically with the providers
- Curated Content: For use in 1:1 education sessions
- Tracking & Reporting: Continually monitoring performance of trained Clinicians and quantifying improvements

Clinician in Focus – Clinician X

Gap Closure Progress – DOS2020

(Members with Gaps / Total Open Gaps)

	Q1,2020	Q2,2020	Q3,2020	Q4,2020	Q1,2021
Members with Gaps	177	187	114	108	79
Total Open Gaps	465	524	211	202	143

Patient Panel and HCC RAF Progress

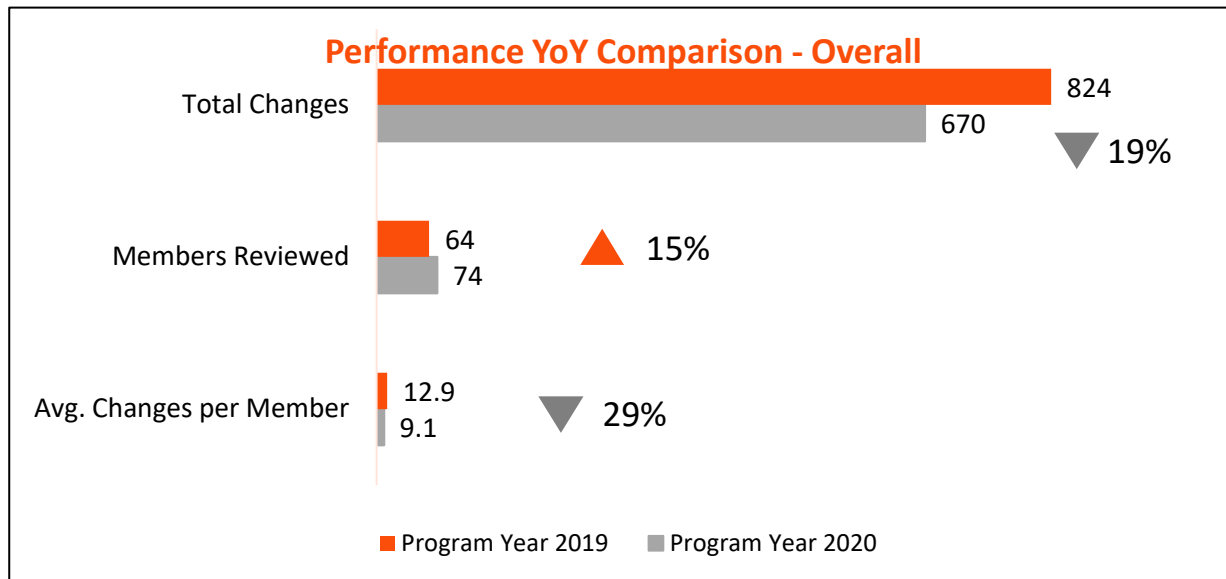|	DOS2017	DOS2018	DOS2019	DOS2020
Total Attributed Members	112	235	263	281
Avg. HCC RAF	0.261	0.218	0.390	0.345

- One of the earliest providers targeted for education
- Physician 1's avg. HCC RAF Score has increased by **32%** from DOS2017 to DOS2020.
- Physician 1 has closed of **69%** DOS2020's open gaps in last 12 months which is higher than gap closure percentage across the entire population
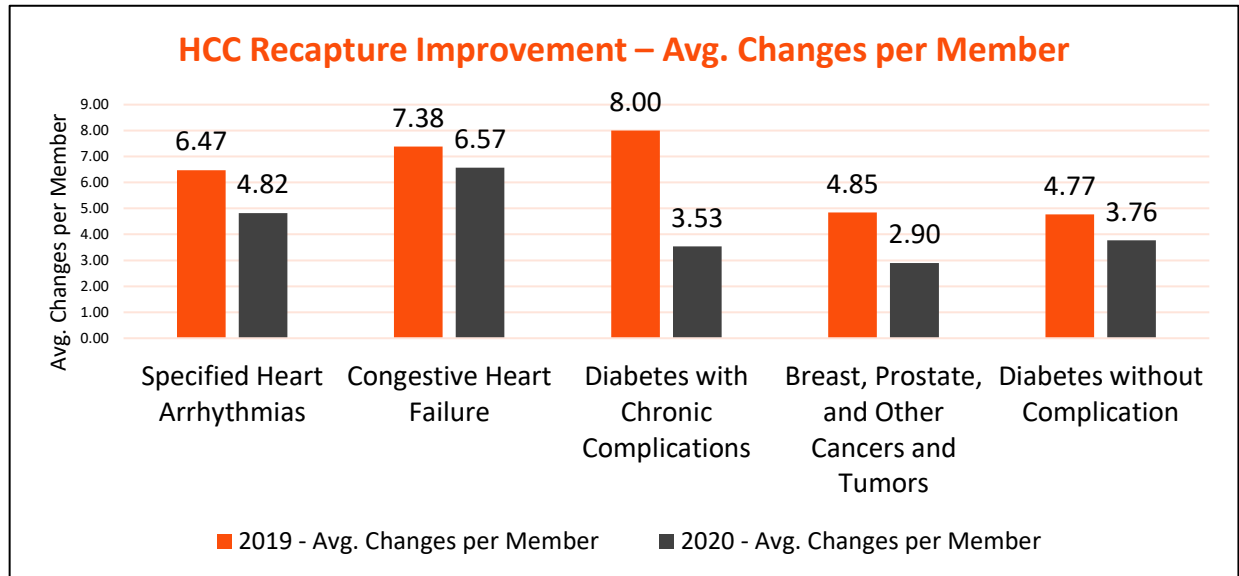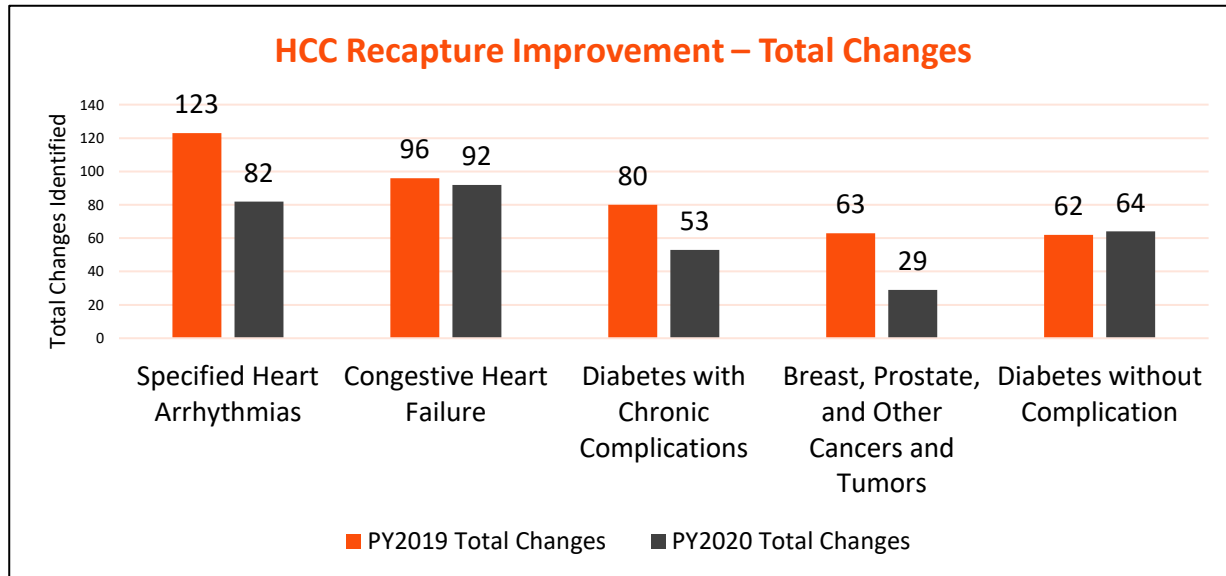
Clinician in Focus – Clinician X

Performance YoY Comparison - Overall

- Total Changes: 824 (Program Year 2019), 670 (Program Year 2020) — ▼ 19%
- Members Reviewed: 64 (Program Year 2019), 74 (Program Year 2020) — ▲ 15%
- Avg. Changes per Member: 12.9 (Program Year 2019), 9.1 (Program Year 2020) — ▼ 29%

■ Program Year 2019 ■ Program Year 2020

- Despite sampling a larger % of records in 2020, EXL found less instances to correct a Dx code when compared to 2019; indicates a greater level of documentation accuracy which can be attributed directly to the Provider Education efforts.
- Avg. changes identified per Member has gone down by approx. 29%
- Changes recommended at individual HCC levels had also dropped in 2020

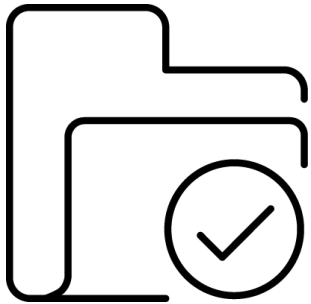
HCC Recapture Improvement – Total Changes

Total Changes Identified:
- Specified Heart Arrhythmias: 123 (PY2019), 82 (PY2020)
- Congestive Heart Failure: 96 (PY2019), 92 (PY2020)
- Diabetes with Chronic Complications: 80 (PY2019), 53 (PY2020)
- Breast, Prostate, and Other Cancers and Tumors: 63 (PY2019), 29 (PY2020)
- Diabetes without Complication: 62 (PY2019), 64 (PY2020)

■ PY2019 Total Changes ■ PY2020 Total Changes

HCC Recapture Improvement – Avg. Changes per Member

Avg. Changes per Member:
- Specified Heart Arrhythmias: 6.47 (2019), 4.82 (2020)
- Congestive Heart Failure: 7.38 (2019), 6.57 (2020)
- Diabetes with Chronic Complications: 8.00 (2019), 3.53 (2020)
- Breast, Prostate, and Other Cancers and Tumors: 4.85 (2019), 2.90 (2020)
- Diabetes without Complication: 4.77 (2019), 3.76 (2020)

■ 2019 - Avg. Changes per Member ■ 2020 - Avg. Changes per Member

---

EXL

Next steps for our client

Doing away with retrospective reviews
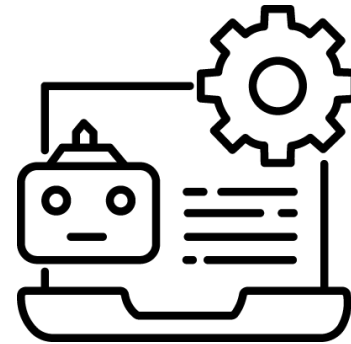
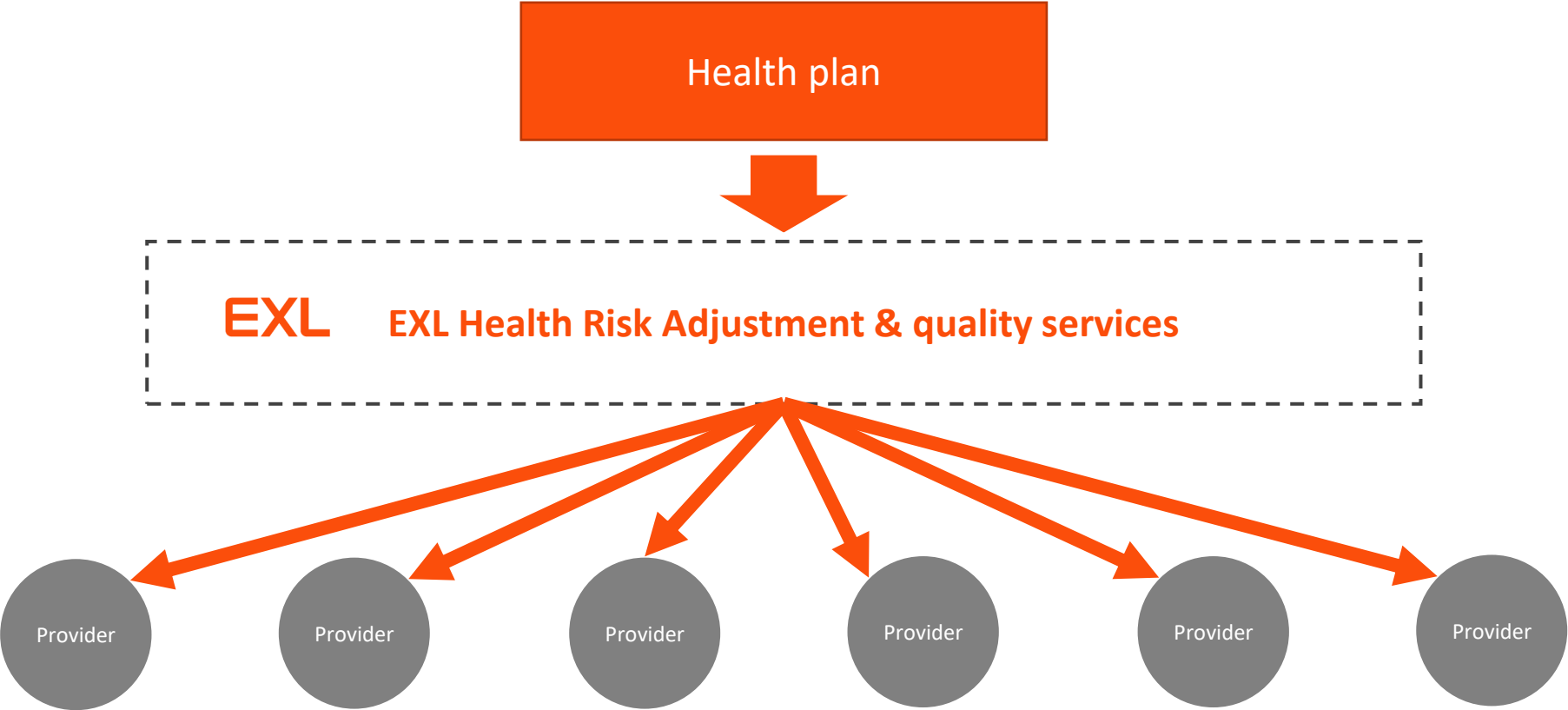**NLP-supported chart reviews**

EXL

We tailor solutions to fit your needs

We bring innovation and automation to help you impact clinical quality, payment accuracy, engagement models, and utilization management.

Clinical Quality

Domain Expertise

Engagement Models

Payment Accuracy

Hu
Human Ingenuity

Utilization Management

Data & Analytics

Cutting-Edge Technology

EXL
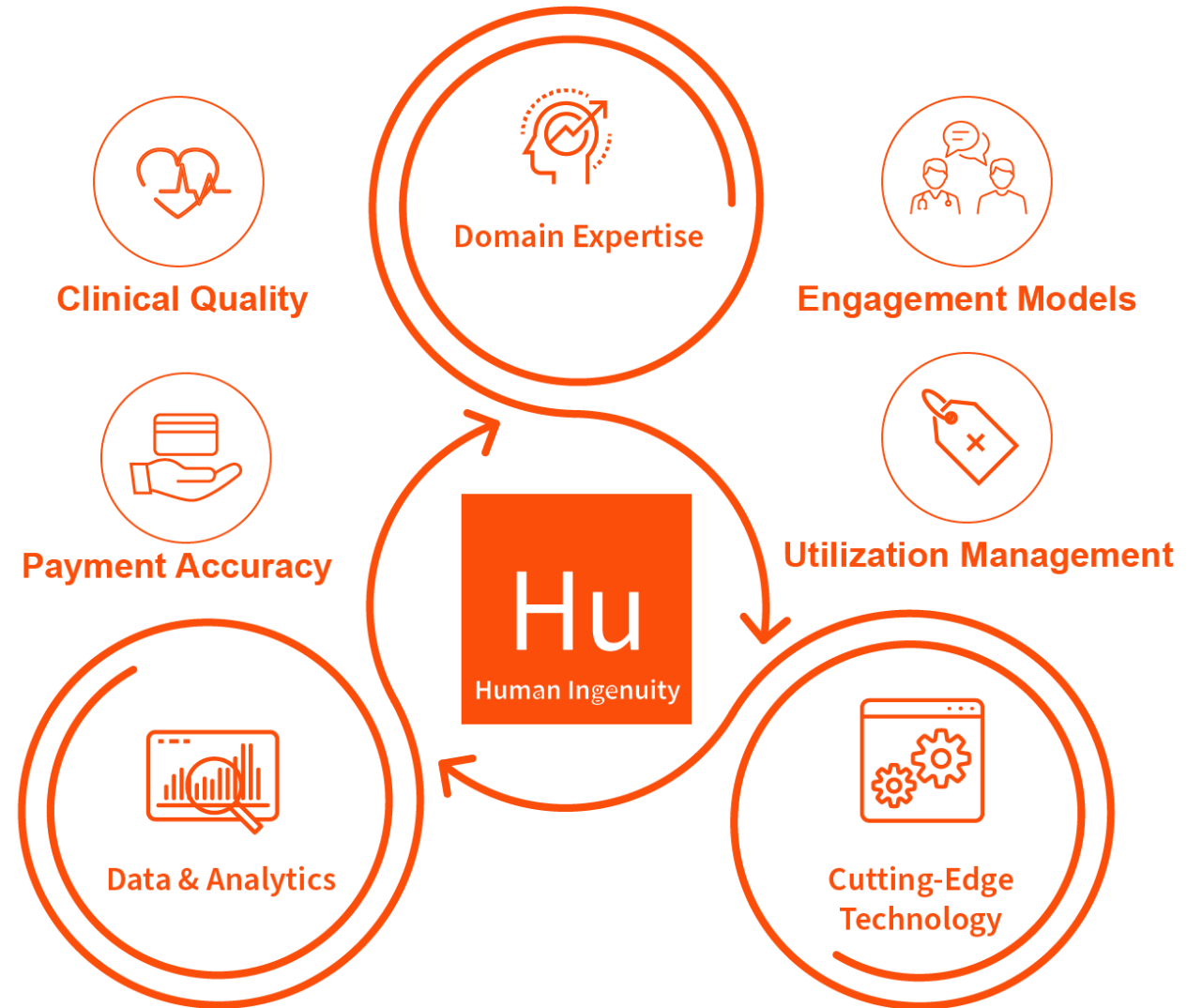
How can we apply this solution for health plans?

- Most effective for VBC: when partner with their providers, the payer sees value

- Digital engagement solutions: how they can manage their population and needs, holistic risk adjustment

Health plan

EXL **EXL Health Risk Adjustment & quality services**

Provider   Provider   Provider   Provider   Provider   Provider

EXL Health named Best in KLAS 2022 for Risk Adjustment

The top performing leader in the areas of loyalty, value and support for risk adjustment and analytics in the Best in KLAS® 2022 Awards – Software and Professional Services

Culture	A+	Product	A
Loyalty	A	Relationship	A+
Operations	A⁻	Value	A

BEST IN KLAS®
RISK ADJUSTMENT
2022

100%

of customers stated we keep all promises

100%

of customers would purchase EXLClarity™ again

EXL

EXL Health

We look and go deeper, so you can:

- Proactively target member conditions

- Ensure accurate documentation and coding

- Manage members that need to be scheduled for AWVs

- Enable delivery of high-quality, coordinated care

- Optimize reimbursement

- Solve a wide variety of business problems with advanced analytics tools

- Help payers and providers identify members/ patients that need to be seen
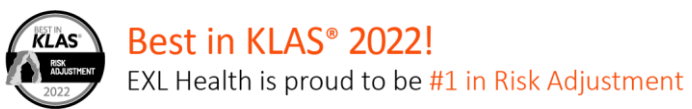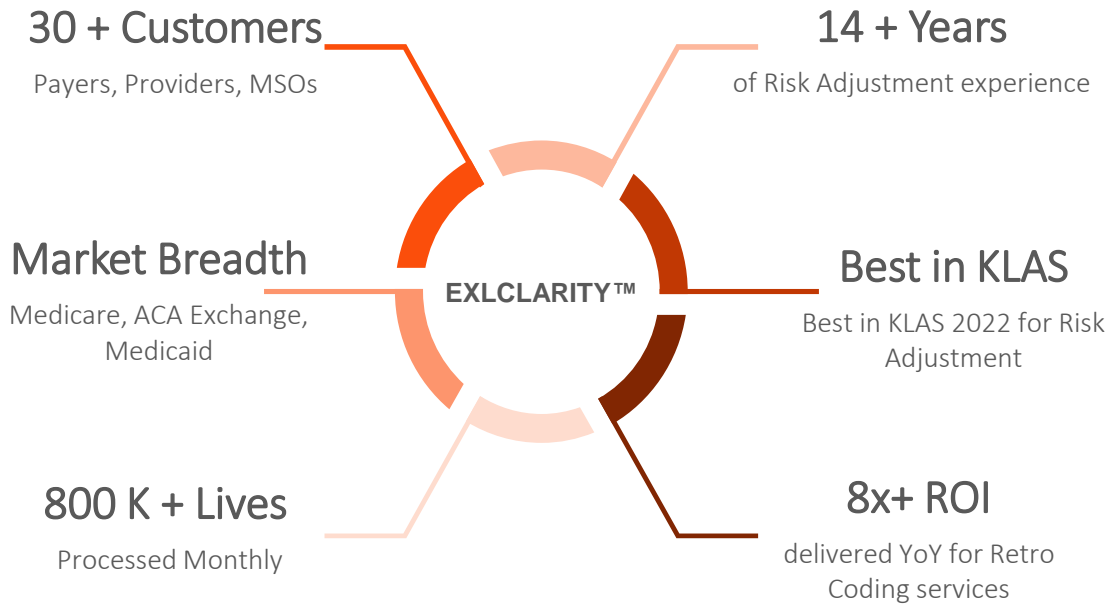
Our Risk Adjustment & Quality Services & Analytics enable our clients to get the most accurate results

Services

EXL Health is #1 is risk adjustment. With 14+ years experience in risk and quality, our top-ranking solution consistently exceeds client satisfaction.
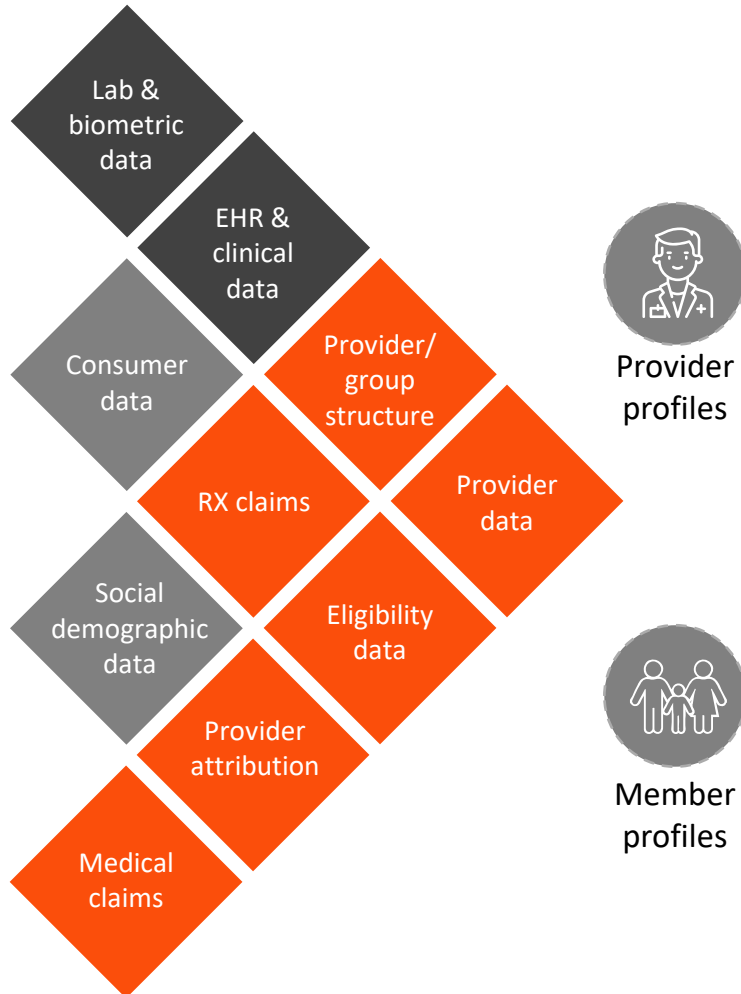
EXL Health offers a full suite of effective Risk & Quality services and work with clients to develop the right program for their goals, within their existing structure

30 + Customers
Payers, Providers, MSOs

14 + Years
of Risk Adjustment experience

Market Breadth
Medicare, ACA Exchange, Medicaid

EXLCLARITY™

Best in KLAS
Best in KLAS 2022 for Risk Adjustment

800 K + Lives
Processed Monthly

8x+ ROI
delivered YoY for Retro Coding services

NLP Driven Chart Review Services	Member Targeting & Prioritization	Gap Identification & Closure
Coding Effectiveness & Analytics	Performance Evaluation & Forecasting	Submissions
Coding - Staff Augmentation	Financial Forecasting	EMR Integration
Chart Retrieval	Provider Education & Engagement	Member Engagement

Offered In 3 Flexible Models

1. Self Service Platform
2. Analytics And Performance Management Services
3. Full Suite Of Services (Modular)

Best in KLAS® 2022!
EXL Health is proud to be #1 in Risk Adjustment

Improve outcomes with quality measures program

Healthcare data

- Lab & biometric data
- EHR & clinical data
- Consumer data
- Provider/group structure
- RX claims
- Provider data
- Social demographic data
- Eligibility data
- Provider attribution
- Medical claims

360⁰ Analysis

Provider & Member-Level Insights

Provider profiles

- Efficiency and quality score
- Gaps in care (including stars)
- Prioritized areas to impact

Member profiles

- Chronic conditions
- Gaps in care
- Intervenability
- Preferred communication channel

Access & action

EXL Health services

Provider outreach

Chart review and data abstraction

Outcomes

- Target providers with greatest likelihood of improvement
- Prioritize populations to close gaps in care
- Drive engagement & outreach
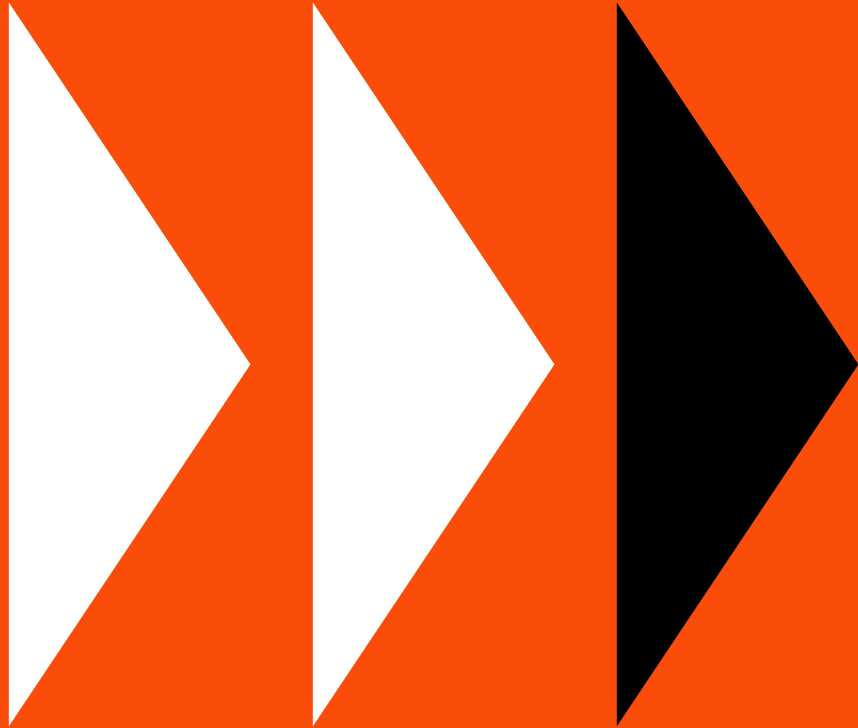- Improve STARS HEDIS and P4P

EXL

Together, we will solve your most complex problems

Hu
Human Ingenuity

Innovation

Collaboration

Integrity

Excellence

Respect

EXL

Questions?

EXL

EXL

Mark Bigelow

Vice President, Risk Adjustment

Mark.Bigelow@exlservice.com

Varun Pandarathil

AVP, Risk Adjustment

varun.pandarathil@exlservice.com

EXL