Drive Forward Thinking in 2023 with Predictive Analytics for Value-Based Results

Presented By:

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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.

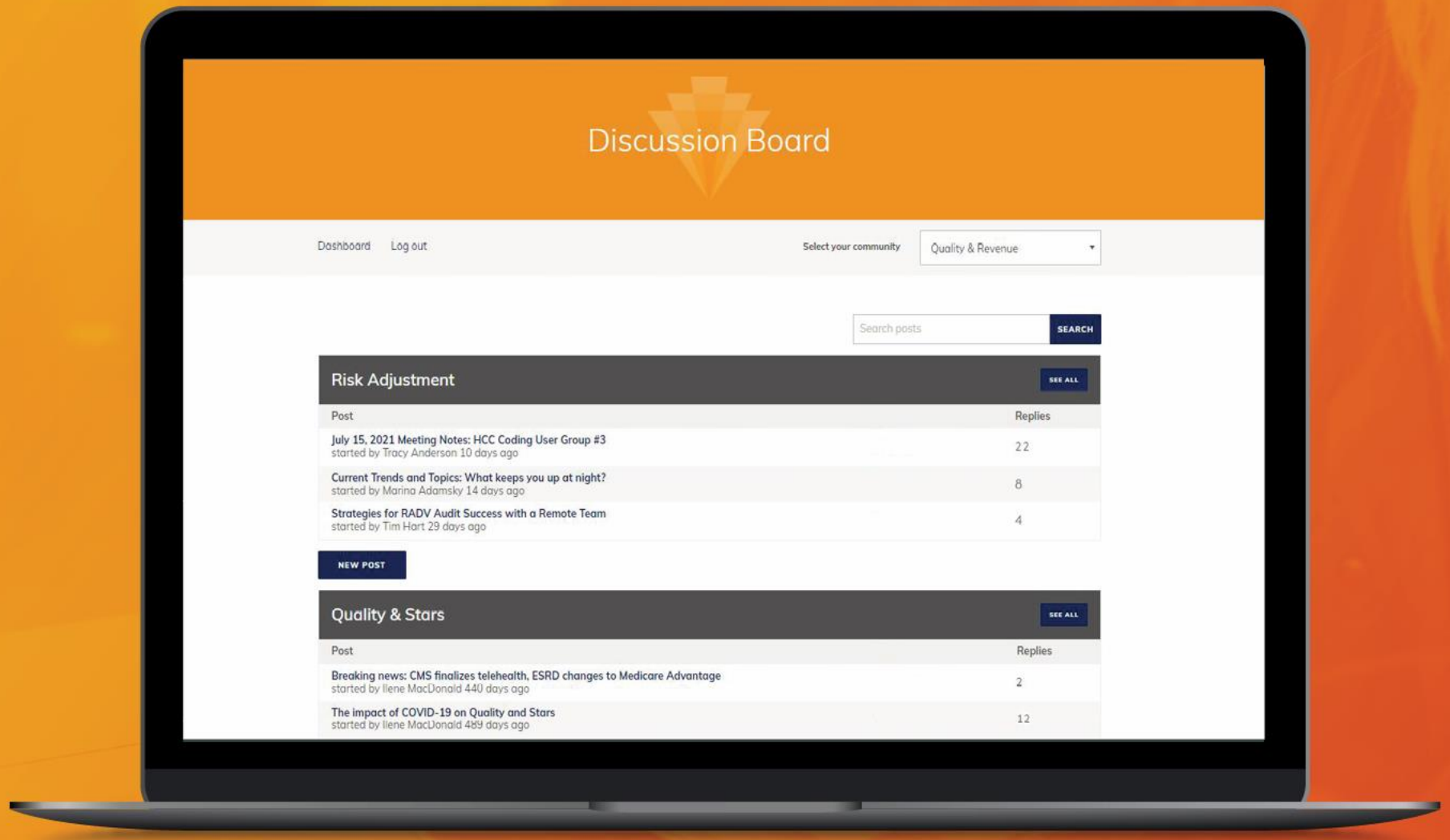
OUR MISSION

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

LEARN MORE AT THE RISEHEALTH.ORG/MEMBERSHIP



ASK YOUR QUESTIONS IN OUR DISCUSSION BOARD

Andy Kumar

VP Product and Strategy

Varun Pandarathil

Senior Assistant Vice President,
Risk Adjustment

Agenda

- EXL introduction
- What are the types of analytics?
- What are predictive analytics?
- How do they work and why are they powerful tools?
- Strategically, where is the market going?
- Use cases/case studies
- Best practices

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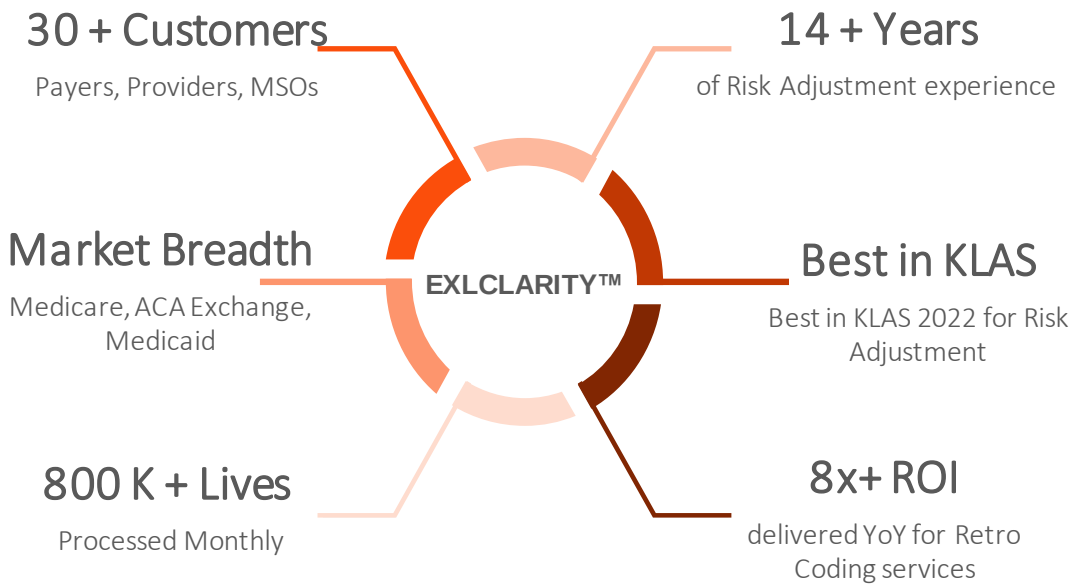
Our Risk Adjustment & Quality Services & Analytics enable our clients to get the most accurate results

EXL Health is #1 is risk adjustment. With 14+ years experience in risk and quality, our top-ranking solution consistently exceeds client satisfaction.



Best in KLAS 2022, Risk Adjustment and Analytics

KLAS Top Ranking, Risk Adjustments and Analytics, 2020 & 2021

Services

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

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)

What types of analytics is your organization leveraging for their risk adjustment program?

(select all that apply)

SURVEY QUESTION

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What are the types of analytics?

Type of analytics	Focus	Data used	Timeframe	Output
Descriptive	Past	Historical	Past	**Summary statistics and visualizations**
Diagnostic	Past	Historical	Past	**Root cause analysis and recommendations for improvement**
Predictive	Future	Historical and current	Future	**Forecasts and probabilities**
Prescriptive	Future	Historical and current	Future	**Recommendations and optimization strategies**
Big data/AI	Past, present, and future	Large, varied datasets	Past, present, and future	**Patterns, trends, and insights**

What is predictive analytics?

- Predictive analytics is a type of analytics that involves using data and statistical models to forecast future outcomes. It can be used to answer questions like "What is the likelihood of a patient being diabetic?" or "What will be the cost of care to treat cancer?“

- Predictive analytics works by collecting data from various sources, such as customer transaction records, social media data, and market trends. This data is then cleaned, transformed, and analyzed using statistical techniques and machine learning algorithms. These algorithms learn patterns in the data and use this knowledge to make predictions about future events.

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Why are predictive analytics considered a powerful tool?

- Predictive analytics is considered a powerful tool because it allows organizations to make informed decisions based on data-driven insights.
- By understanding what is likely to happen in the future, organizations can take proactive measures to mitigate risks, optimize resources, and improve outcomes. For example, a retailer could use predictive analytics to forecast demand for a new product, optimize inventory levels, and target marketing efforts more effectively.

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Role of predictive analytics in Healthcare?

- Predictive analytics helps to identify and predict the health risks of patients by analyzing data from various sources, such as electronic health records, claims data, and demographic information.
- It allows healthcare providers to take proactive measures to prevent or mitigate the risks of certain health conditions, such as diabetes or heart disease.
- Predictive analytics can be used to optimize resource allocation and improve operational efficiency by identifying trends and patterns in data.
- It can help healthcare organizations to reduce costs and improve patient outcomes.
- The use of predictive analytics in the healthcare risk adjustment market can drive business growth and improve patient care

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Strategically, where is the market going?

The healthcare risk adjustment market has undergone a significant transition from descriptive to predictive analytics in recent years.

Descriptive analytics

- In the past, the healthcare risk adjustment market primarily relied on descriptive analytics to understand patient health risks.
- This involved summarizing and describing data to understand what has happened in the past.
- For example, healthcare providers might have used descriptive analytics to understand the prevalence of certain health conditions in their patient population or to identify trends in claims data.

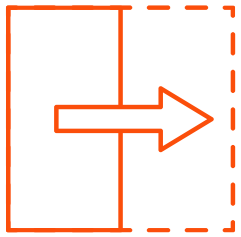
Predictive analytics

- In recent years, the healthcare risk adjustment market has increasingly adopted predictive analytics to forecast future patient health risks.
- This involves using data and statistical models to identify patterns and trends that can be used to make predictions about future outcomes.
- For example, a healthcare provider might use predictive analytics to identify patients who are at high risk for developing diabetes and offer preventative care to mitigate this risk.

Strategically, where is the market going?

The healthcare risk adjustment market has undergone a significant transition from descriptive to predictive analytics in recent years.

Descriptive analytics → **Predictive analytics**



Transition: The transition from descriptive to predictive analytics in the healthcare risk adjustment market has been driven by advances in data analytics technologies and the increasing availability of data from various sources, such as electronic health records and claims data.

By leveraging these technologies and data sources, healthcare organizations can gain a more comprehensive and accurate understanding of patient health risks and take proactive measures to improve patient outcomes.

Are you considering implementing prospective/predictive analytical tools?

SURVEY QUESTION

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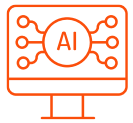
Future of data and analytics

The future of data and analytics in the healthcare risk adjustment market is likely to involve the continued adoption of advanced technologies and techniques that enable organizations to more effectively assess and manage patient health risks.



Increased use of artificial intelligence and machine learning to automate the analysis of large and complex data sets

Increased use of data visualization tools, such as dashboards and interactive reports, to monitor and track patient health risks in real-time.

Greater integration of data from multiple sources, such as electronic health records, claims data, and social media data

Enhanced data security and privacy measures to protect sensitive patient information

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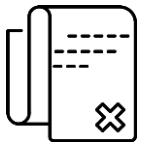
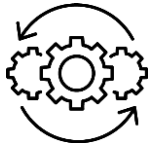
Use cases/case studies

Chart review and prioritization to better target the right members

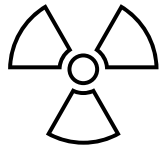


Provider education to ensure gap closure at point of care

Patient outreach best practices to proactively manage member health



Gap closure strategies for risk and quality programs to streamline operations



Patient vulnerability and risk stratification

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COVID-19 drives need for vulnerability analytics & risk adjustment support

Client

- The healthcare organization wanted to identify the most vulnerable patients to prioritize outreach and care intervention
- They also required an action plan to mitigate the impact to the Risk Adjustment program, subsequent risk capture and performance for value-based contracts

Business challenges

- Large COVID impact to physician visits and utilization including AWVs
- Desire to leverage all physicians and minimize financial impact
- Limited visibility into high-risk vulnerable population that present the greatest opportunity
- Need to drive Patient Engagement

COVID-19 drives need for vulnerability analytics & risk adjustment support

Solution

- Conceptualized and built a predictive risk model based on specific parameters to identify the patients at high risk due to potential COVID impact.
- Generated analytical insights based on rich risk adjustment data to identify members, regions & clinicians that need to be prioritized
- Risk stratify to segment most vulnerable population based on factors such as age, comorbid conditions, suspect conditions and member history.
- Action plan –
  - Prioritize patient lists for engagement based on predictive model
  - Plan outreach based on SDOH information and preferred means of communication
  - Provider recommendations for addressable conditions during a telehealth visit
  - Near-Real time review of encounter documentation

COVID-19 drives need for vulnerability analytics & risk adjustment support

Correlation of Vulnerability score with Mortality

- 3% of patients died in 2020

# of Patients	Type of Risk	% Deceased
5000+	High	7%
7500 +	Medium	2%
7400 +	Low	1%

Result

- At the peak of COVID uncertainty, the provider was able to schedule more than 80% of its vulnerable patients to have consults or in-person visits, a rate higher than pre-COVID measures.

Predictive Analytics – Key Takeaways

- Defining the key outcome(s) is critical to the process
- Output from Predictive Analytics can be further enriched by combining with other datasets
- Actionable data is the most valuable output of any (predictive) analytical model
- A scalable and repeatable framework is essential

QUESTIONS?

THANK YOU

EXL Health creates value by delivering technology and analytics enabled services

- $5 BN+ Market Cap
  NASDAQ:EXLS
- 800+ Clients
- 40,000+ Analytics, Digital and Operations Professionals
- 25+ Languages Supported
- 50 Global Delivery Centers across US, Europe, India and Philippines

Clinical services

- Clinical and administrative business processes
- Utilization management
- Care management
- Population health analytics
- Robotic process automation

Payment services

- Payment business services
- Clinical auditing expertise
- Platforms and data modeling expertise
- Workflow digitalization
- Revenue Cycle Management

Pharmacy services

- Patient centered analytics
- Value-based outcomes, real world evidence
- Pharmacy and medical cost management

Data and analytic services

- Payer, Provider, Life Sciences and Retail solutions and technology products
- Analytical models and digital technology
- Data assets, data scale and expertise
- Risk Adjustment

Digital

Advisory

Improve outcomes with risk adjustment and quality management solutions

Risk adjustment analytics

- Member prioritization
- Estimated & actual risk scores
- Gaps in care identification
- Financial forecasting
- Prevalence of chronic conditions
- Risk recapture
- Submission support

Quality measure insights

- Gaps in care identification
- Member prioritization
- Provider performance

Risk adjustment & quality insights

- Performance tracking
- Risk verification
- Member prioritization
- Member retention analysis
- Member outreach
- Provider scorecards
- Provider CD HCC documentation, education, and training
- Coding/chart review
- NLP/AI powered chart extraction
- RAPS/EDPS submission support
- RADV support
- Customized analytics, risk stratification, etc.

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

Source: Best in KLAS® 2022 Awards – Software and Professional Services

100% of customers stated we keep all promises

100% of customers would purchase EXLClarity™ again

Use case: Patient vulnerability

Business challenge

- The healthcare organization wanted to identify the most vulnerable patients to prioritize outreach and care intervention

Solution

- By leveraging extensive data sets and advanced analytics knowledge, EXL built a flexible scoring model to risk stratify its entire population.
- EXL, for example, helped a large healthcare provider organization stratify its patient population in low, medium, and high vulnerability during the COVID-19 pandemic.

Result

- At the peak of COVID uncertainty, the provider was able to schedule more than 80% of its vulnerable patients to have consults or in-person visits, a rate higher than pre-COVID measures.