

National Health Plan Observes a Return on Investment Of 17 to 1 With LHA's Risk Adjustment Services

The Challenge

A leading Management Services Organization (MSO), which manages several Accountable Care Organizations (ACOs), Independent Practice Associations (IPAs) and Medicare Advantage plans (MA) with markets across the United States, found gaps in their risk adjustment coding and claims data submission process. The MSO was outsourcing their risk adjustment reviews to another vendor, who was unable to help them with end-to-end solutions, from identifying documentation deficiencies through the submission of Clerical Error Reopening Request (CERR) forms, which is a cumbersome process. A senior executive from the organization reached out to Lighthouse Healthcare Advisors (LHA), a 3Gen Consulting company, for assistance.

The Solution

The MSO identified the lives in their ACOs which would require retrospective risk adjustment chart reviews. When gaps were identified and closed, they wanted additional support from LHA to submit the CERR forms. The submission requirements varied in accordance to the rules of the Medicare Administrative Contractors (MACs) for each region.

The LHA team started the process by gathering data and also requested access to the practice's EMRs for chart retrieval. Once the charts and data were gathered, it was processed through LHA's proprietary software PORT to conduct the retrospective review.

Certified Risk Coders (CRCs) were assigned to identify and close coding gaps and identify new HCC coding opportunities. These findings were then documented in a report for the ACOs to review, following which LHA prepared and submitted appropriate CERR forms based on MAC requirements. The MA plan received a submission data file for all identified HCC coding opportunities. By the end of the project, LHA prepared a Risk Adjustment Financial Summary detailing results of the project by product line.

What is PORT?



PORT is LHA's proprietary risk adjustment coding software, which provides real-time project progress tracking and customizable reporting.

The Results

- LHA retrieved **93.76%** of charts, higher than the industry standard of 89%-90%.
- In Year 1, LHA started with the Mid-Atlantic market ACOs (Maryland, Washington DC and Virginia), which was around **6,700** lives. By the end of Year 3, LHA was reviewing **21,000** lives across 8 ACOs and included a Medicare Advantage plan.
- Coding completed by Certified Risk Coders
- Highest acceptance rate by CMS (over 90%) with CERR form submissions.
- Significant improvement in financials
 - Quantified financial impact of data submissions = **\$8.9 Million**
 - Identified and quantified missed opportunities = **\$935,000**
 - Actual ROI for client = **15 to 1**
 - ROI for client w/capture of missed opportunities = **17 to 1**