

# Largest regional blue plan on the east coast

5+ | Years of relationship

6+ | Engagements to date

## Business Problems

**Improve HEDIS/Star quality scores** to grow membership & qualify for bonus payments

**Enable transparency &** democratization of HEDIS / Star goals across enterprise

**Leverage clinical data feeds** from aggregator vendors & multiple provider sites to better understand member profiles

**Overcome siloed functioning** of downstream systems to drive Quality & PHM programs

## CitiusTech Solution(s) & Value Delivered

- ▶ **Implemented real-time HEDIS® engine** with daily processing (4M members, 80 measures)
- ▶ **Developed unified Quality data pipeline for CCDA** processing over big data infrastructure, accelerating time taken from data receipt to member insight generation
- ▶ **Enabled deeper clinical insights** with FHIR endpoint on Azure & NLP processing of unstructured data
- ▶ **Enabled centralized collaboration** for HEDIS/Stars output across 10+ downstream systems: incentive payouts, provider portal etc.
- ▶ **AI-led insights generated** for Star measure compliance prediction



**900K+**

*CCDAs  
processed  
monthly*

**270K+**

*Gaps closed  
from CCDAs  
annually*

**6**

*EHRs /  
vendors  
integrated*

**4.5**

**Stars**

*Enablement  
in less than 3  
years*