Leveraging the PERFORM+ Regulatory Platform to Improve HEDIS® Compliance

CitiusTech implemented its PERFORM+ Regulatory for HEDIS® platform to build a unified HEDIS® solution that would scale with Medicare Advantage (MA) membership growth, while enabling seamless chart retrieval, abstraction and reporting

::: CitiusTech

Business Impact

A leading health insurer implemented CitiusTech's PERFORM+ Regulatory for HEDIS platform to build a unified HEDIS® solution that would streamline processes and streamline HEDIS® rate analysis, chart retrieval and abstraction.

40%	**25%**	**3M**	**4x**
increase in Exchange LOB compliance	increase in MA PPO LOB compliance	members' data integrated	increase in measure processing runs

Client Requirement

Client is one of the largest health insurers in the South-East, with nearly 3 million members.

The client had legacy HEDIS® management systems that provided measure processing outputs monthly or quarterly. It used two separate applications for year-round prospective and HEDIS® season chart chase campaigns, with limited reporting capabilities.

With increasing market competition and regulatory pressures, the client needed a contemporary HEDIS® solution that would scale with membership growth especially in the MA line of business.

The CitiusTech Advantage

The client selected CitiusTech's PERFORM+ Regulatory for HEDIS® to build a unified chart retrieval, abstraction and reporting solution. Key features of the solution were:

- Year-round reporting for HEDIS® audit season.
- Real-time integration and user-friendly interface for chart retrieval, HEDIS® rate analysis, chase logic configurations. chart abstractions and chase lists
- Weekend rate enabling business to start the week with the most up-to-date compliance data.
- Daily updates of hybrid rates during the HEDIS® season

Technology Overview

The PERFORM+ Regulatory for HEDIS® implementation enabled the client to move from multiple disparate tools and systems to a single, unified system for complete HEDIS® quality management needs.

Massive Data Integration

The Rules Engine integrated administrative and supplemental data of nearly 3 million members and provided certified HEDIS® measure outputs.

Timely Outreach & Intervention

CitiusTech ensured that the measure processing runs were aligned with business objectives. Rates were updated on weekends, enabling business to start the week with the most up-to-date compliance data.
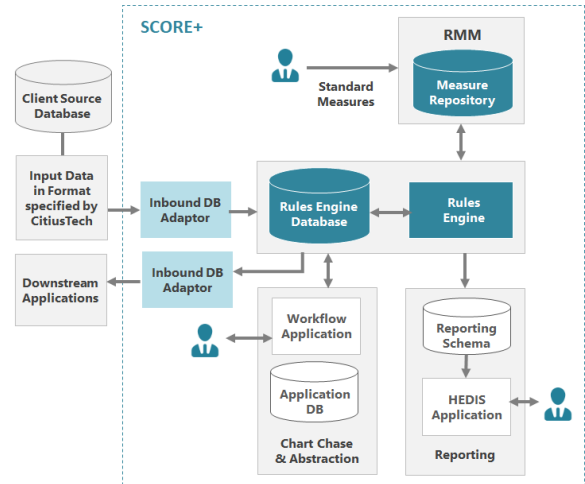
Comprehensive Analytics & Regulatory Data Submission

PERFORM+ Regulatory for HEDIS® enabled business users to effectively track performance, with drilldowns to Member, Measure and Provider level. The client also got deeper insights by using a Tableau-based ad-hoc reporting interface (for self-service analytics).

The Submission Module was used to generate member samples for audit, final rates for submission and generation of IDSS & PLD files.

Process Efficiency and Scalability

The chart retrieval and abstraction modules ensured that all communication was captured within the tool. It also provided comprehensive validations and a real-time compliance update to abstracters at the point-of-data-entry, significantly reducing error rates. CitiusTech integrated chase lists with the client's outbound fax system to automate the ROI letter generation process.

Solution Schematic

About CitiusTech

CitiusTech is a leading provider of digital technology and consulting services to payer, provider, medical technology and life sciences companies. With over 6,500 healthcare technology professionals worldwide, CitiusTech powers healthcare digital innovation, business transformation and industry-wide convergence for over 130 organizations, through next-generation technologies, solutions and products.

Key focus areas include healthcare interoperability, secure data management, quality and performance analytics, value-based care, patient experience, medical imaging, connected health, payer-provider convergence, care coordination and population health management. CitiusTech's cutting-edge technology expertise, deep healthcare domain expertise and a strong focus on digital transformation enables healthcare and life sciences companies to reinvent themselves to deliver better outcomes, accelerate growth, drive efficiencies, and ultimately make a meaningful impact to patients.

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