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 **CitiusTech**

A Regional Health Plan – 2022 Stars Assessment

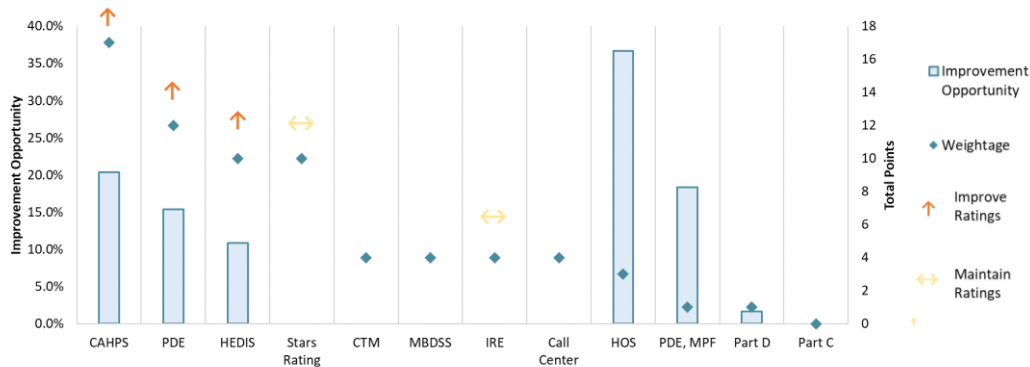
This document is only for reference purposes and is not referring to any actual Health Plan's Stars assessment.

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A Regional Health Plan: 2023 Stars Ratings Maintenance & Growth POV

Insights based on 2022 a regional Health Plan's Stars performance to suggest potential focus areas based on industry imperatives

Figure 1: Improvement Opportunity by Data Source for 2023



Note: The above analysis takes an average of performance for both contracts and projects 2022 ratings onto 2023 to understand the upcoming impact

Key Takeaways

- Move the needle across heavily weighted data sources such as CAHPS/PDE/HEDIS to avoid the risk of falling below 4.5 Stars across these areas and losing 5 Star status in 2023 (27 points required across all data sources to reach 4.75 Stars which round off to 5 Stars)
- Maintain above benchmark 5 Star performance across Improvement measures to account for future reporting among expanding contracts (▲ 0.7 Stars above regional average)
- Retain existing member satisfaction and minimize complaints/grievances for increased member market share (▲ 10K+ YOY membership increase 2022 compared to 2021)

A Regional Health Plan: 2023 MA Stars Partnership Areas

Long term strategic initiatives to enable regional Health Plan to preserve their 5 Stars ratings and achieve future growth objectives

Clinical Data Enrichment

- Establish clinical pipelines by ingesting EMR's and other data sources to make data consumable
- Facilitate bilateral information exchange among payer-providers to reduce administrative burden
- Support real-time data driven decision-making using alerts for proactive care gap closure

Provider Network Strategies

- Incorporate care-coordination/experience measures using best fit recommendations for VB contracts
- Align incentive thresholds using projections & thresholds to optimize value across programs
- Increase provider performance transparency using self-serve network management dashboards

Business Process Optimization

- Adopt prioritization techniques for focus measure identification based on cost & ease of closure
- Mitigate disease progression & identify at risk individuals using ML models for newly added enrollees
- Develop cohort specific measures & member journeys for personalized care-delivery

Success Story: Clinical Data Ingestion & Real Time Quality Management

Business Problem and Context

- Client is the largest regional plan, serving more than 4M members directly that wanted to focus on attaining 4 Stars
- The customer required a robust quality reporting and analytics solution to achieve near real-time output with custom measures as well as leverage massive volume of clinical data from providers

Value Delivered

- Leveraged CitiusTech's rules engine to enable near real-time HEDIS reporting for daily Medicare compliance runs which helped them attain 4 Stars
- Accelerated custom use case & measure creation for different user groups such as CMS Stars, Provider Network Management etc.
- Processed more than 11 Mn CCDA files per year from multiple vendors to reduce reporting turnaround time & close 270K+ additional gaps

78%

improvement in time to
deploy custom measures

70%

increase in number of
end users

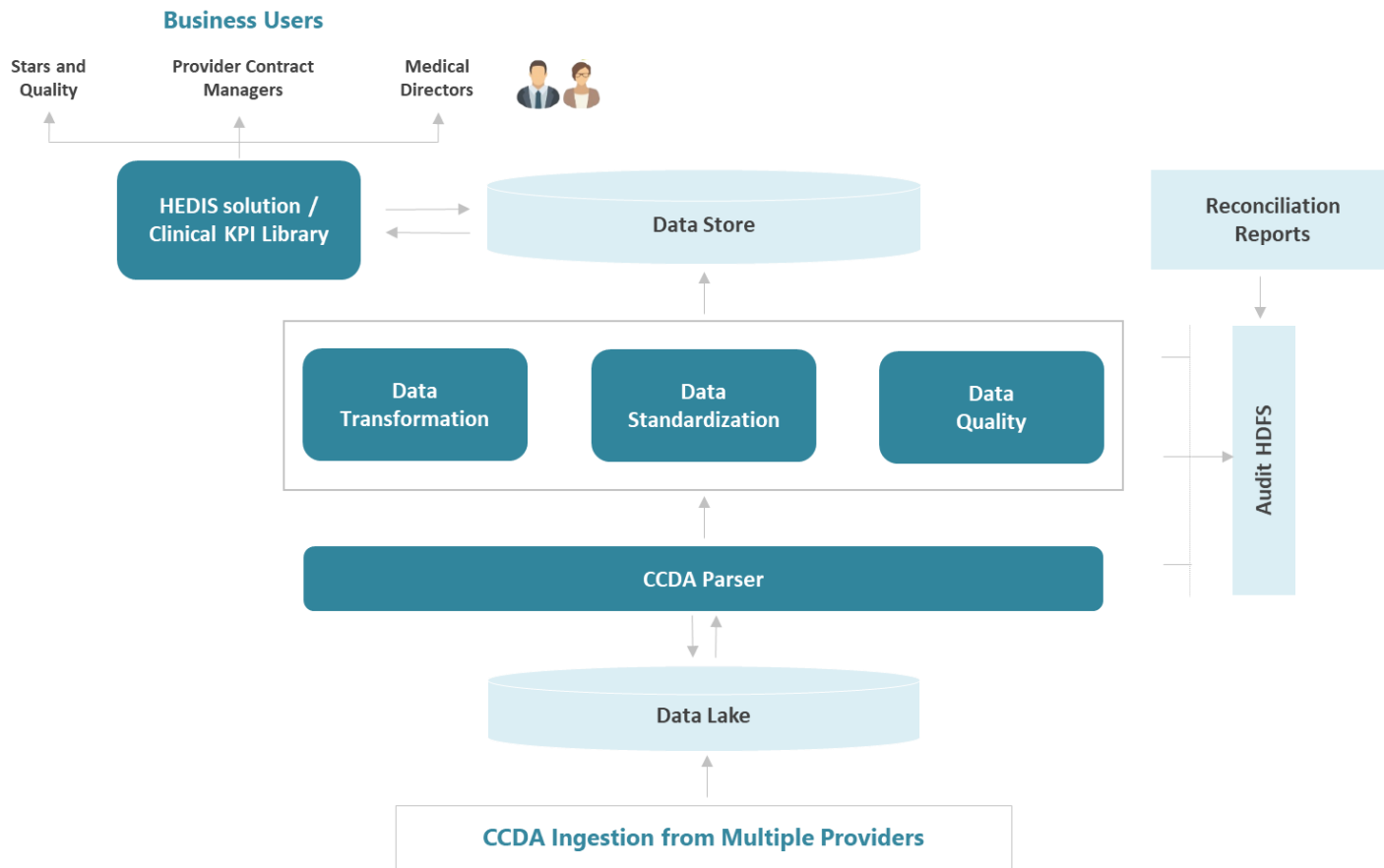
12%

impact on supplemental
data contribution

10X

more gaps closed than
traditional chart chases

Solution Architecture



About CitiusTech

CitiusTech (www.citiustech.com) is a leading provider of healthcare technology services, solutions and platforms to over 130 organizations across the payer, provider, medical technology and life sciences markets. With over 6,000 technology professionals worldwide, CitiusTech powers healthcare digital transformation through next-generation technologies, solutions and accelerators. Key focus areas include healthcare interoperability & data management, quality & performance analytics, value-based care, omni-channel member experience, connected health, virtual care coordination & delivery, personalized medicine and population health management.

CitiusTech has two subsidiaries, FluidEdge Consulting (www.fluidedgeconsulting.com) and SDLC Partners (www.sdldapartners.com), with deep expertise in healthcare consulting and payer technologies, respectively. CitiusTech's cutting-edge technology expertise, deep healthcare domain expertise and a strong focus on digital transformation enables healthcare organizations to reinvent themselves to deliver better outcomes, accelerate growth, drive efficiencies, and ultimately make a meaningful impact to patients.

130+
healthcare clients

\$300M+
worldwide revenue

6,000+
healthcare IT professionals

40M+
lives touched

80+
NPS - highest in the industry!



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