

Case Study: Quality Management and Reporting for Leading Blue Plan

Client Requirements

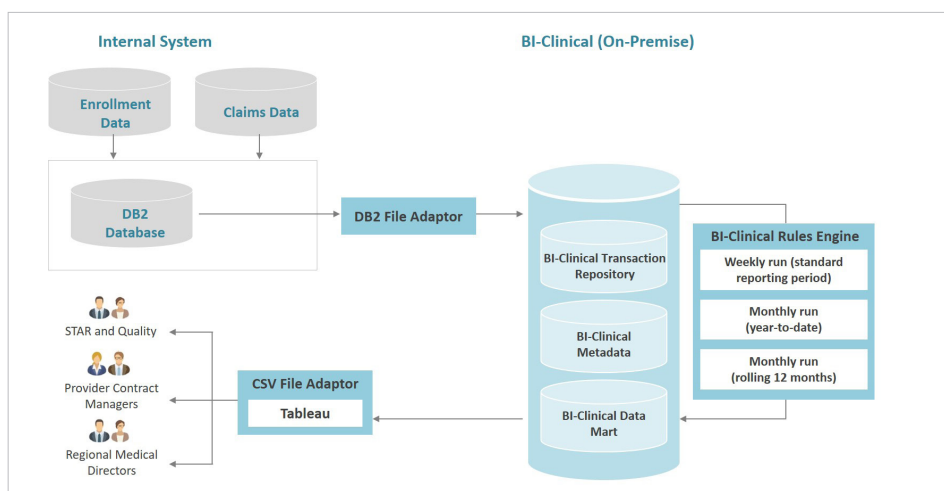
Client is the largest regional Blue health plan on the east coast providing quality healthcare services to more than 3.5 million members. Client wanted a powerful reporting and analytics solution to improve a near real-time quality and custom measure, multiple reporting period. The solution also needed to integrate administrative data from different source systems and provide standard reporting interfaces.

CitiusTech, was selected for its expertise in healthcare BI / analytics and reporting, to provide end-to-end management solution.

Solution Design and Development

CitiusTech implemented the solution that included:

- Capability to process standard NCQA certified HEDIS® 2017 and 2018 quality measures
- BI-Clinical Rules Engine to implement custom dashboards and scorecards for weekly and monthly runs for YTD reporting and rolling 12 month reporting periods
- Implemented BI-Clinical use cases for different user groups like CMS Star, Quality, Provider Contracting and other Medical Directors
- Deployment of CitiusTech proprietary Rules Management Module (RMM) to create custom measures



CitiusTech Solution

Requirements Management

CitiusTech's BI-Clinical, consulting, clinical informatics, Tableau user interface, data implementation and QA teams were actively involved in this HEDIS product implementation. For HEDIS 2017 measure calculation and reporting, client wanted to replace its current HEDIS vendor's rules engine with CitiusTech's BI-Clinical rules engine. CitiusTech also defined business and functional requirements for the HEDIS rules engine and for the Tableau user interface.

Value Delivered

By partnering with CitiusTech, the client was able to:

- Improve HEDIS scores by assessing and analyzing gaps and providing up-to-date information to the client to close them
- Provide a modular, flexible and configurable measure score computation and reporting solution, easily scalable for additional use cases
- Cover 3.5 million+ members for all 2017 and 2018 HEDIS measures

All product and company names mentioned herein are trademarks of their respective owners
HEDIS is registered trademark of the National Committee for Quality Assurance (NCQA).

About CitiusTech

CitiusTech is a specialist provider of healthcare technology services and solutions to healthcare technology companies, providers, payers and life sciences organizations. With over 2,900 professionals worldwide, CitiusTech enables healthcare organizations to drive *clinical value chain* excellence - across integration & interoperability, data management (EDW, Big Data), performance management (BI / analytics), predictive analytics & data science and digital engagement (mobile, IoT). CitiusTech helps customers accelerate innovation in healthcare through specialized solutions, healthcare technology platforms, proficiencies and accelerators. With cutting-edge technology expertise, world-class service quality and a global resource base, CitiusTech consistently delivers best-in-class solutions and an unmatched cost advantage to healthcare organizations worldwide.

Princeton | Rochester | Dallas | London | Dubai | Mumbai | Bengaluru | Singapore