SCORE+ ™

Accelerate Gap Closure & Drive HEDIS Performance

Real-time Reporting | Campaign Management | Chase Intelligence

CitiusTech

SCORE+ for HEDIS is a comprehensive solution that enables health plans to carry out HEDIS compliance runs in near real-time
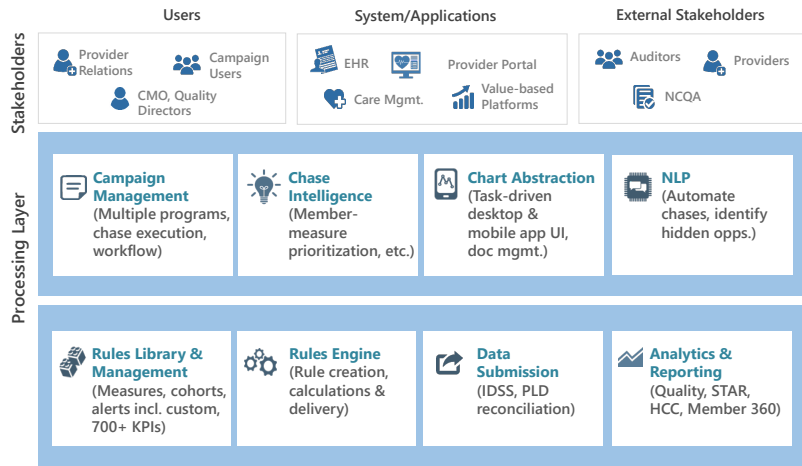
The platform offers a unified suite of capabilities to standardize, compare, optimze, report and enhance HEDIS capabilities

With 700+ pre-built KPIs, it provides comprehensive coverage of major quality programs and measures (HEDIS, STAR, MIPS, ACO and custom)

SCORE+ for HEDIS: Real-time Performance Management Suite to Improve HEDIS Scores

SCORE+ is an end-to-end HEDIS performance management platform that enables heath plans to accelerate quality reporting, enhance collaboration for gap closure and improve HEDIS scores, in a near real-time environment. With powerful campaign management, chart abstraction and chase intelligence features, SCORE+ helps payers take charge of their HEDIS programs and drive HEDIS performance.Key highlights include:

- Modular architecture, configurable workflows and extensive measure library for rapid deployment
- Support for custom clinical and non-clinical measures
- Specialized data model to receive, store and normalize clinical and claims-based data feeds and drive measure calculation
- Simplified integration with third-party data stores and measure engines

Stakeholders

Users

- Provider Relations
- Campaign Users
- CMO, Quality Directors

System/Applications

- EHR
- Care Mgmt.
- Provider Portal
- Value-based Platforms

External Stakeholders

- Auditors
- NCQA
- Providers

Processing Layer

Campaign Management (Multiple programs, chase execution, workflow)

Chase Intelligence (Member-measure prioritization, etc.)

Chart Abstraction (Task-driven desktop & mobile app UI, doc mgmt.)

NLP (Automate chases, identify hidden opps.)

Rules Library & Management (Measures, cohorts, alerts incl. custom, 700+ KPIs)

Rules Engine (Rule creation, calculations & delivery)

Data Submission (IDSS, PLD reconciliation)

Analytics & Reporting (Quality, STAR, HCC, Member 360)

SCORE+ for HEDIS Architecture

A Comprehensive Platform for Your HEDIS Performance Needs

Campaign Management
Enhanced HEDIS campaign management using a one-stop solution and out-of-the-box workflow templates. Ability to accurately identify the right provider for charts during the performance year and the audit season.

Chart Intelligence
AI & predictive models to identify highest priority chart chases and maximize return on invested effort.

Chart Abstraction
Efficient capture of chart information, seamlessly and securely (HIPAA compliant) through web and mobile. Complete process automation and support for data abstraction and medical record reviews.

Natural Language Processing
Building and leveraging custom predictive models for chart chases, using behavioral data, member data, etc.

Rules Library & Management
700+ out-of-the-box clinical, financial and operational KPIs with the flexibility to edit, build and manage KPIs and rules through centralized rule definitions.

Rules Engine
NCQA-certified Rules Engine to compute complex measures in near real-time, accelerate gap-closure and achieve HEDIS compliance at the speed of business - daily, weekly, monthly, YTD, rolling reporting period.

Data Submission
NCQA-based submission, for audits, file validation, matching and balancing, as well as seamless data sharing. Submission through IDSS and PLD.

Analytics & Reporting
Pre-built, configurable dashboards for HEDIS, gaps in care, Member 360, Measure 360, Provider 360, etc.

Success Stories

Large Multi-State Health Plan (2M members)
Used SCORE+ to drive quality management. Coverage of 80+ HEDIS measures with 18 NCQA HEDIS submissions as well as 6 state specific submissions, for programs such as HEDIS, PA EQRO, Healthy LA, FL AHCA, Medicaid Adult Core set and Medicaid Child Core set.

Leading Blues Health Plan (4M members)
Implemented SCORE+ for near real-time HEDIS measure calculation, across 80+ HEDIS quality measures and 20+ custom measures. Outcomes included reduced chart chases, 5-star CMS Star Rating which resulted in a $50M jump in revenue.

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 4,000 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, platforms, proficiencies and accelerators. With cutting-edge technology, 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.

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