

## HEALTH PLAN RESULTS

# Elevating Risk Adjustment by Activating Physician Participation



When switching to Vatica Health for its risk adjustment solution, a large multimarket regional health plan in the Northeast had one main focus: provider engagement. The plan's provider network is made up primarily of multilevel, multipractice physician organization "collaboratives."

The plan's collaboratives of practices required a consistent approach. Vatica worked closely with the plan and the leaders of its collaboratives to roll out our Vatica360 prospective solution across all provider organizations. The result has been a win-win-win-win for the plan, the collaboratives, the physicians and the patients.

## PROBLEM

### Disjointed Risk Adjustment

Not unlike most health plans, our partner found that its collaboratives, and the individual physicians within them, had their own approaches to submitting diagnostic codes for risk adjustment.

- **Homegrown solutions:** The disparate approaches to risk adjustment across collaboratives produced inconsistent results: inaccurate codes, unsupported codes, and incomplete documentation.
- **Provider time:** Because of the varying risk adjustment processes, it took providers considerable time to perform tasks, such as tracking down charts, double-checking or recoding.
- **Mobilizing multilevel organizations:** The health plan desired a unified approach to risk adjustment across all collaboratives and the hundreds of providers within them—a worthy but challenging goal.

## SOLUTION

### Many Organizations, One Approach

Vatica, with health plan sponsorship and partnership, gained buy-in across the collaboratives to use our innovative solution pairing licensed nurses with easy-to-use technology at the point of care.

- **Reduced retrospective:** With Vatica, the health plan has moved away from retrospective approaches by outside vendors and fully embraced Vatica's EMR-integrated system and clinical consultants that do 90%+ of the work for PCPs.
- **Co-incentives:** By improving documentation and coding, both the collaboratives and individual physicians receive incentives from the health plan, plus bonuses for improved performance in value-based care.
- **Sustained solution:** To ensure an ongoing, cohesive approach, the health plan has made Vatica Health a "must-have" for newly contracted providers.

## OUTCOMES

### Plan Level

**50% more ROI**

The health plan significantly increased its ROI from previous risk adjustment solutions.

### PCP Level

**75-80% penetration**

75-80% of the health plan's eligible members are better coded and better risk-adjusted.

### Organization Level

**99% coding accuracy**

The health plan has increased coding accuracy and documentation across collaboratives and improved compliance.