

HEALTH PLAN RESULTS

Improving Clinical and Financial Performance with a PCP-Centric Approach to Risk and Quality



In 2016, Vatica Health began working with a regional health plan in New York to optimize the plan's risk adjustment and quality programs with Vatica's innovative physician-centric model. Started as a single-market Medicare beneficiaries pilot, the plan-Vatica partnership has expanded to several markets and all lines of business (MA, Medicaid, and commercial).

Together, Vatica and the plan have empowered PCPs with a comprehensive solution to more accurately assess and document their patients' current conditions, which has driven superior RAF accuracy, higher provider satisfaction and member engagement, enhanced compliance, and better patient outcomes.

CHALLENGE

Inefficient and Disjointed Process

Vatica identified a disjointed approach to risk adjustment and quality that consisted of various programs that did not effectively engage or motivate physicians for several reasons.

- **Outdated system:** The plan's paper-based, in-house risk adjustment solution caused friction, errors, and provider abrasion.
- **Low engagement:** PCPs did not focus on risk adjustment initiatives given the lack of incentives, time, and clinical/administrative support.
- **Unsupported submissions:** Without physician involvement, gathering the most appropriate and accurate codes and documentation was a significant challenge.
- **Outsourced care:** Like most health plans, our partner resorted to home assessments, an incomplete solution that causes provider abrasion and does not positively impact outcomes.

SOLUTION

Wrapping PCPs with Support

With the health plan's support, Vatica quickly implemented its innovative solution and transformed the risk adjustment process by ensuring that everything starts and ends with PCPs.

- **Incentivized participation:** Vatica identified an appropriate incentive for physicians to ensure alignment with the plan that produced mutually beneficial results.
- **Physician support:** To increase efficiency and reduce practice burden, Vatica provided dedicated clinical and admin resources that do 90%+ of the work.
- **Strategic implementation:** Vatica leveraged its existing presence in the region to drive PCP adoption.
- **Expansion:** After considerable success, the Vatica solution was rolled out to other markets and expanded beyond MA to Medicaid and ACA members.

OUTCOMES



75% physician engagement

Vatica's comprehensive solution which includes dedicated clinical and administrative support and easy to use technology drove PCP engagement.



60,000 visits

In 2021, PCPs will complete approximately 60,000 Vatica-supported telehealth and in-office visits with optimized RAF and compliance.



65% member penetration

Our PCP-centric approach that is seamlessly embedded into the workflow drives high member participation and satisfaction, and greater utilization of preventive services, such as the AWW.



For more information on Vatica Health contact sales@vaticahealth.com / 1-800-624-8846, or visit vaticahealth.com