

# Best practices to ensure provider success

**Nuestra Clinica del Valle's partnership with Vatica has delivered great results. CMO Carlos Medina, MD, attributes this success to several strategies.**

## Education and communication

The Vatica program is reviewed regularly in staff meetings, and the care management team meets biweekly with Vatica to review performance. The clinic is education-focused, calling on Vatica nurses to help educate the staff on coding and documentation. This intentional focus revolving around weekly meetings and routine education helps drive engagement and success.



**"We've had physicians who want extra training or don't understand the purpose of coding and documentation for risk adjustment," Dr. Medina notes. "Vatica has provided that. Physicians learn that this is a way to put the patient first. In the long run, this work will benefit the patient."**

## Practice management

The clinic blocks time on providers' schedules to review and sign Vatica visits. The care management team reminds providers about upcoming due dates for any records not yet signed.

## Sharing health plan program revenue

Part of the program revenue\* is passed along to treating providers. The remainder is used to support the care management team who get patients in for care, ensure medication compliance and help close care gaps.

## Quick Facts

- Federally Qualified Health Center
- 17 participating providers with 9 locations in Texas all actively participating



**Carlos Medina, MD**  
Chief medical officer

\*Due to more accurate and complete coding and documentation, as well as additional program revenue



## A case manager's view: better than competitors

"Our department oversees 2,500 patients with multiple health plan programs. Vatica is the easiest to work with in terms of provider engagement, workflow from a case manager's point of view and tracking the impact.

"Working with the Vatica team is an extremely pleasant experience. They are always available, from a quick question to tracking a full year of health plan program revenue. Signing off in the Vatica portal—rather than paper forms like other programs—ensures that all conditions are discussed and addressed.

"The percentage of conditions addressed and captured is significantly higher when using Vatica than with other programs. I can say with certainty that the Vatica platform, combined with the diligence of our providers, has led to better quality of care for our patients."

**Roger Gonzalez,**  
Nuestra case manager