Optum

Remember the member: Transforming health outcomes

How a regional managed care organization identified member gaps with the help of advanced coding analytics.

Despite more than 76% of members experiencing chronic conditions, the organization was struggling to capture accurate Hierarchical Condition Category (HCCs). By implementing Optum® Risk Analytics, they created more complete medical records, reached out to members in need of care, and increased their risk adjustment factor (RAF) score* by over 30% after 2 years of implementation.

Client's challenges

The regional managed care organization needed a solution to analyze retrospective coding data and a plan to communicate the need for timely health care visits with their member population.

They faced several data-related challenges:

- **Missed year-over-year chronic conditions**

  Patients with known chronic conditions, such as diabetes and heart disease, were not being captured as such on a year-over-year basis due to imcomplete coding efforts or a lack of patient visits.

- **Ineffective communications with high-risk patients**

  A lack of visibility and limited communications strategy meant that they found it difficult to assign their chronic patient population toward necessary doctor visits.

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[Other vendors] would not share any of their analytics with us, how they came up with the member list, and which members had missed opportunities ... they wouldn't share any of the fine details, so we really didn't have enough to go off of.

Director of quality improvement

Optum solution

To help improve patient support and resource allocation, Optum proposed Risk Analytics, a risk adjustment and HCC analytics platform, to assist with identifying suspected medical conditions, measuring program execution, and creating highly focused chase lists.

- Segmenting member data for better planning and management of risk adjustment objectives
- Monitoring calculated risk scores per program through HCC analytics
- Managing interventions more efficiently, and closing HCC gaps faster
- Verifying the accuracy and integrity of data for its member population
- Automating provider gap letter generation

Results[1, 2, 3]

Over the course of 2 years, the organization experienced improvements in their risk adjustment program. They identifed and communicated to members who needed provider visits, and they were able to capture accurate codes for these members. As a result, the organization experienced an increase in risk scores.

↑ **4.8%**

increase in risk score for dates of service the year prior to implementation

↑ **11.4%**

increase in risk score for dates for implementation year dates of service

↑ **31.2%**

increase in risk score the year following implementation

> **"**
> They've added in features where we can actually see the campaigns in real time and watch them progress through the dashboards and get all kinds of great reporting.
>
> Director of quality improvement

1. RAF impact is calculated relative to a baseline two years prior to implementation, which did not benefit from the advanced retrospective and prospective analytics capabilities of Optum Risk Analytics.
2. Past performance is no guarantee future of results.
3. Client provided results.

Make sense of your data with Risk Analytics.
Learn more at optum.com/risk.

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