Outsourcing Expertise in HCC Coding Drives Increase in Accuracy and Productivity

Summary

A BCBS health plan on the East coast has more than 6 million members, represents an integrated delivery network, and is a Medicare Advantage participant.

When one of the largest Blue Cross Blue Shield insurers needed to improve risk adjustment coding productivity and accuracy, they began to look for a new outsourced partner who could help them achieve their goals. That search led to Omega Healthcare's HCC Risk Adjusted Coding Services.



Challenge

The plan recently encountered takebacks by CMS in the past due to low quality risk adjustment coding. Due to the previous takebacks, the plan adopted a very conservative approach to coding and accuracy in order to avoid future audits yet had limited resources to meet an approaching regulatory deadline. The plan was out of coding capacity and initially sought assistance from Omega Healthcare with overreads and quality assurance.

Payer Operations

Omega Healthcare simplifies health plan operations with intelligent, industry-leading tech-enabled solutions.

Value-based Care

- Risk Adjustment Documentation and Coding Review
- HEDIS Chart Abstraction

Provider & Member Engagement

- Provider and Member Communication
- Utilization Management
- Care Coordination

Administrative Support

- Claims Administration
- Provider Data and Network Management
- Member Management

Ready to get started?

connect@omegahms.com

Solution

The relationship with the health plan continued to expand, and today they partner with Omega Healthcare to ensure their increasing demand for retrospective HCC coding and quality assurance standards are met. Omega Healthcare keeps pace with their business needs through:

- Deploying a dedicated and experienced offshore coding team, focused and trained on the health plan's business requirements
- Leveraging secure and compliant cloud-based automation that auto allocates inventory to coders and applies logic to avoid data input errors
- Automated, audit-based sampling gives real-time feedback and reporting capabilities, improving overall quality

Outcomes

- Annually reviews more than 700,000 charts requiring retrospective HCC coding.
- Reduced average handling time of chart reviews by 50%
- Initial cost savings was 30% of what the previous vendor charged
- Consistently achieves 98% coding accuracy with 100% compliance, 3 points above industry standard
- The additional 3 points of coding accuracy over industry standard (98% v. 95%) provided a premium to the health plan of close to $10 million annually
- As the organization transitioned from managing an inhouse retrospective HCC coding team to outsourcing the function to Omega Healthcare, they were able to free up their internal teams to focus on prospective and concurrent review and quality initiatives, including analyzing all risk adjustment activities

"Since we have outsourced retrospective HCC coding to Omega Healthcare, we've seen consistently solid outcomes with improved coding quality, speed, accuracy, and reduced costs. It was a no brainer for us to shift more work to Omega Healthcare."

VP of Revenue Program Management

700,000 Chart reviews	**$10 M** Annual premium based on increased accuracy
50% Reduction in chart review handling time	**30%** Cost savings

ABOUT OMEGA HEALTHCARE

Founded in 2003, Omega Healthcare Management Services® (Omega Healthcare) empowers healthcare to thrive via intelligent solutions that optimize revenue cycle operations, administrative workflows, care coordination, and clinical research on a global scale. The company works with providers, payers, life science companies, medical device manufacturers, health technology firms, researchers, and industry partners to amplify teams with robust technology, specialty expertise, and operational support. Omega Healthcare serves 350+ healthcare organizations with 35,000 skilled workers in the United States, India, Colombia, and the Philippines. For more information, visit www.omegahms.com.



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