

THE HEALTH PLAN BRINGING ERROR RATES TO 0%

THP employed epiEncounter to reconcile errors worth \$1M in potential lost revenue and reduced their MAO-002 rejection rate from as high as 26% to 0.47%. Then THP went all in and invested in EpiSource's full suite of solutions.

THE CUSTOMER



Established in 1979, The Health Plan (THP) is a clinically-driven, technology-enhanced, and customer-focused health maintenance organization. One of the largest locally managed care organizations in West Virginia and Ohio, THP offers a complete line of products and services designed to provide health care systems and clients with innovative health care benefits and plans at a reasonable cost. THP serves more than 200,000 members, with employer-sponsored plans, Medicare Advantage, and Medicaid offerings.

CUSTOMER

The Health Plan (THP), Medicare Advantage

APPROACH

- Greater insight into data
- RAPS/EDPS submissions and error management
- Improve chart retrieval rates
- Reduce provider abrasion

SOLUTION

epi encounter

epi connect

RESULTS

- 200,000 lines of EDPS errors corrected in < 2 months
- \$1M identified in potential lost revenue
- 0% rejection rate
- 100% improvement in chart retrieval rates
- < 1 % rate of provider complaints

THE CHALLENGE

EDPS ERROR MANAGEMENT

In 2016, THP found themselves struggling with EDPS submissions and error management for their Medicare Advantage line of business—a line of business that serves **16,000 members**.

Without an error management solution in place and a lean team, THP knew they needed a simple and innovative solution. "With us being a smaller-sized plan, when I first came in, I was the only person tasked with risk adjustment which was all brand new to me," said Matt Davis, THP's Assistant Director, Quality Improvement "Being a team of 1, we realized we were going to have to have assistance from an outside source as we looked to fix and grow the program."

When it came to their RAPS data, THP had an error management program in place, but it was a homegrown, spreadsheet-based solution offering a limited view of their data and lacking the efficiency they needed.

"Their solution far and away exceeded what we were being offered by other vendors at the time, and they were very down to earth and very easy to work with right out of the gate."

THE SEARCH AND SELECTION PROCESS

THP knew they needed help. They wanted tech expertise, a better platform, and dedicated people on the account side who would walk them through their transition.

Davis built an internal search team that consisted of one member from the operations, providers and claims departments. “We really wanted to get everyone’s feedback since the risk adjustment program and this vendor would, somewhere down the line, be touching base with them and be involved with them,” he says.

After identifying 14 potential partners, the team scored each RFP and narrowed down their list to 5. After on-site presentations and additional vetting processes, the team submitted their final rankings and made a decision. “Episource was the selection, hands down, from the whole team,” Davis explains. “Their solution far and away exceeded what we were being offered by other vendors at the time, and they were very down to earth and very easy to work with right out of the gate.”

“It was really shocking to see how much data and how many encounters and also how that corresponded to at least \$1M dollars plus in revenue for our company, which may be a drop in the bucket to some of your larger plans out there, but to a smaller plan like us, that’s very critical.”

THE SOLUTION

ACCURATE, ERROR-FREE SUBMISSIONS

In December 2016 when THP signed on as a client, Episource ran an initial analysis and discovered nearly 200,000 lines of 999 claim errors. ***“They basically had less than 2 months to correct an entire year’s worth of data on the EDPS side and get it submitted and accepted through CMS.”*** Davis says.

Despite the work that lay ahead, the process was simple and seamless. ***“They were extremely open to accepting our data in any way, shape or form—which we were not used to with some of our other vendors we work with.”***

Through epiEncounter, Episource’s SaaS submissions platform, THP was able to reconcile RAPS and EDPS data, identify errors and rejections, and more efficiently manage their submissions.

THP learned that they were not only losing revenue from unsubmitted claims, but they were overlooking rejected claims as well.

“It was how much data and how many encounters [were being overlooked] and also how that corresponded to at least \$1M dollars plus in revenue for our company, which may be a drop in the bucket to some of your larger plans out there, but to a smaller plan like us, that’s very critical,” he says.

Episource also ran a claims dump, and found a significant amount of claims that THP hadn’t identified, as well as MAO-002 and CPT II errors.



THE RESULTS

CLEAN SUBMISSIONS AND A 0% REJECTION RATE

With Episource managing their RAPS and EDPS submissions, THP's errors were corrected and their claims were submitted by the deadline. "It was really mind boggling," Davis recalls. "We definitely wouldn't have made that deadline without Episource's assistance."

By 2018, THP's rejection rates for 999, 277, and MAO-002 had been cut down to 0%, 0.01%, and 0.47% respectively.

Through the years, THP has also benefitted from Episource's ability to make customizations to their platform and quickly implement changes. "It almost seems that monthly the Episource team is making updates from our recommendations along with the CMS edits for revisions that come out. That's something I don't feel we would get anywhere else," Davis says.

200,000 LINES OF **999 ERROR**

FEWER THAN **2 MONTHS** TO
MAKE CORRECTIONS & SUBMIT

REJECTION RATE CUTS

 **999** DOWN TO **0%**

 **277** DOWN TO **0.01%**

 MAO-002 DOWN TO **0.47%**

"Episource's knowledge and expertise has really helped to take our risk adjustment program to the next level."

LOOKING AHEAD

Since their initial engagement in 2016, THP has moved more vendor-managed and internal projects and programs to Episource. "It was really a no-brainer for us to continue to build out our solutions with Episource," Davis says.

In May 2019, THP announced their partnership with West Virginia University Health System on a new, fully integrated healthcare network. They also plan to expand their commercial plans and other lines of business and prepare for a possible state Medicaid expansion into the risk adjustment platform. And they're not done implementing Episource solutions. "Episource's knowledge and expertise has really helped to take our risk adjustment program to the next level," Davis says. "I can't say enough about their personnel and their solutions."

"It was really a no-brainer for us to continue to build out our solutions with Episource."

ABOUT EPISOURCE

Episource is reinventing the way healthcare organizations manage their risk adjustment programs. With risk adjustment analytics, medical record retrieval, retrospective chart review, in-home health assessments, EDS submissions and quality reporting, we empower some of the most recognizable names in healthcare. With elegantly simple solutions, Episource helps payers navigate the chaos of the healthcare system to simplify healthcare.

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