
Simple Success Science: How One MAO Mastered Medicare Advantage Encounter Management

Introduction

The ongoing RAPS to EDPS transition continues to be a major challenge for Medicare Advantage Organizations (MAOs). Moreover, with a 75/25, RAPS to EDPS split coming in 2019, it appears that MAOs will have to contend with the dual-format submission challenge for the foreseeable future. As disruptive as the continuance of the transition might be, siloed submission systems, non-existent workflows and a lack of visibility exacerbate impacts. Those impacts can include reduced first-pass rates, increased administrative costs, inaccurate risk adjustment scoring and overall reduced revenue integrity. Such impacts can affect the solvency of a Medicare Advantage line of business so solving operational challenges is mission-critical.

With that, a large, regional MAO serving more than 100,000 covered lives was seeking a way to integrate their RAPS and EDPS encounter management processes, reduce errors and improve accuracies of RAPS/EDPS submissions. They had been struggling with the dual-submission conundrum with an internally developed solution but eventually determined that they needed outside vendor expertise and a comprehensive encounter management system to handle the intricacies of RAPS and EDPS submissions. This is their story.

Challenges and Expectations

This MAO suffered from a combination of factors that impacted the performance of their MA line of business. The most pervasive of these included:

- Large volumes of 999 file rejections from CMS and encounter-level files being rejected from the state
- Limited ability to track and review exceptions and prioritize them for correction/resubmittal
- Difficulty in reconciling RAPS and EDPS submissions to better understand the completeness and accuracy of both submissions

The client was seeking a comprehensive encounter management solution that would deliver improved revenue integrity, ensuring complete and accurate transactions for EDPS and RAPS submission streams and an ability to streamline and prioritize the exception handling process. Along with prioritization, they also sought an automated, highly visible exception process to reduce manual work and associated cost reductions and improve overall risk-adjusted revenue integrity.

Selecting a partner

The health plan solicited their requirements through an extensive RFP process. Ultimately, after a thorough testing and validation period, the client chose Edifecs as the partner whose solution capabilities aligned most directly with the business and technical requirements set forth by the plan. The strength of our solution capabilities, cross-market support in other managed care lines of business and several reference calls with other Edifecs Encounter Management clients factored heavily in the selection.

As part of the vetting process, the Edifecs implementation team performed a fit-gap analysis to map current process to their desired end state. Edifecs highlighted the out-of-the-box capabilities for:

- Front-end edits enabled through business rules
- Compliance validations enabled through client-specific guidelines
- Both of which would enable our client to identify key issues in client encounter data and withhold that data from being submitted. Edifecs guidelines mirror CMS specifications and this, in turn, enables clients to identify errors that would cause 999 rejections and hold them pending user correction.

Results and Moving Forward

In rapid fashion, the client was able to recognize operational improvements from utilizing the Edifecs Encounter Management solution. In March 2018, the client was involved in a CMS audit stemming from previous data quality issues and was able to demonstrate considerable improvement in overall data quality and first-pass rates. The following chart highlights the improvements realized within six months of go-live:

	Rejection %
Submitted Through Edifecs Encounter Management	2%
Historical Data (Not submitted through Edifecs Encounter Management)	34%

The client expects to continue to improve first-pass rates to >1% and further reduce manual work in their exception handling process.



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