

# Ensuring Encounter Submission Excellence for Medicare Advantage Organizations

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## Introduction

To say that the Medicare Advantage market has seen a surge in enrollment in recent years would be an understatement. In fact, since the passing of the Affordable Care Act (ACA), enrollment in Medicare Advantage plans has increased by 50%, or 5.6M enrollees. Millions of new enrollees typically would be music to the ears of MAO leaders, however, an increase in membership also equates to an increase in risk across the organization spanning IT, medical and financial.

The center of this increased risk is the ongoing transition by CMS of the RAPS encounter format to EDPS. This transition requires participating health plans to be able to successfully submit and reconcile encounters in both formats and to be able to perform risk adjustment analytics, ideally leveraging data from both formats.

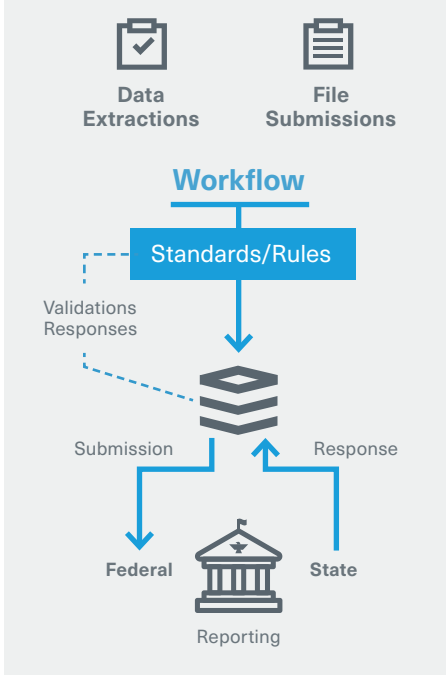
Many MAOs approach the dual-submission, reconciliation and risk adjustment analysis conundrum with a mix of manual processes, in-house developed systems, and vendor solutions. This approach leads to reduced submission and risk adjustment accuracy, increased costs and most significantly, larger revenue loss. Avoiding these pitfalls requires plans to use an integrated system that has the ability to submit and reconcile easily in both formats, comes complete with exception correction workflows and enables the generation of accurate, actionable risk adjustment analytics.

Edifecs Encounter Management delivers an end-to-end encounter management solution built to flexibly meet the growing needs of Medicare Advantage health plans. Our scalable, business-rule and workflow driven solution enhances submission accuracy at a reduced cost and streamlines correction and reconciliation processes. Combined with the Edifecs Risk Adjustment solution for accurate and actionable risk adjustment analytics and health plans in all managed care markets are poised for revenue success.

## Why Edifecs

- Single system to address the submission, correction and reconciliation of both RAPS and EDPS formatted encounters
- Integrated with Edifecs Risk Adjustment for an end-to-end revenue integrity solution
- Deep encounter management and risk adjustment SME experience with demonstrable ROI
- Products and solution currently leveraged leading MAOs and MCOs as well as dual eligible and Marketplace-participating health plans

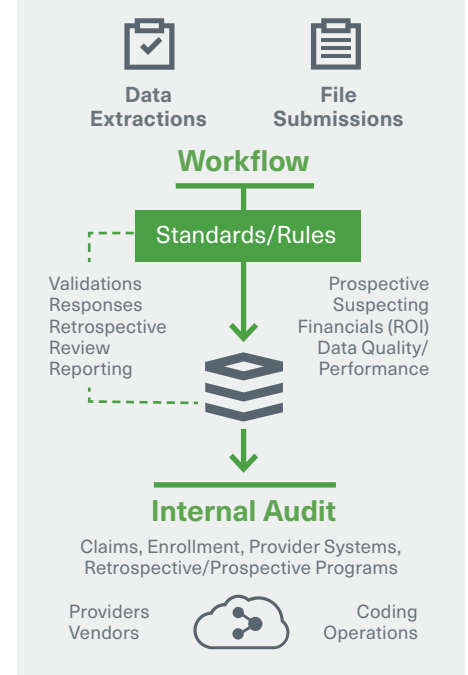
## 1. Standardize & Automate



## 2. Integrate & Empower



## 3. Analyze & Advance



## Key Capabilities

- Generate and reconcile both RAPS and EDPS formatted encounters via a single system
- Easy integration between core claims systems/ supplemental data to Encounter Management System using flexible proprietary layouts and HIPPA standard 837
- Prioritize encounter exceptions for correction through integrated workflows based on HCC scores and revenue impact
- Upfront validations ensuring complete and accurate data prior to submission to CMS
- Ability to intake encounter transactions from providers/ third party vendors for tracking and oversight
- Configurable workflows for mass correction and review/approval

## Benefits

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### Reduce encounter submission costs and complexity

## Features

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- Manage format and requirements using pre-packaged managed Medicaid formats, business rules and companion guides
- Configurable workflows for mass correction and review/approval
- Configurations to support dependent and non-dependent Duals (MAPD) models across states
- Fully automated end-to-end processing to ensure timely submissions

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### Enable scalability to facilitate program growth

- Flexible and configurable solution to improve “Right on-Time” and business process automation
- Ability to reuse common rules and avoid patch (solution) resulting in lower TCO
- Partner security to manage state level encounter data access within the application

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### Improve RAPS and EDPS first-pass rates

- Existing pre-built rules to validate inbound claims to companion guide
- Transparent and easily configurable rules to manage filter logic
- Exception management and dashboards provide user friendly views to manage exceptions and identify root cause for course corrections

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### Improve program financial health and solvency

- Enables increased accuracy and transparency for Medicare bids (budgeting/forecasting)
- End-to-end encounter lifecycle visibility complete with flexible online encounter correction workflows including risk score impacts
- Timeliness, accuracy and completeness impacting revenue. Prioritize exceptions with built-in workflows and ability to add new diagnosis codes and/or delete unsupported codes



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