



Healthcare case study

5 Stars lead to higher bonus

Priority Health improves clinical outcomes and enhances members' experiences to achieve higher CMS Star rating and increase quality bonus payments with Cognizant TriZetto ClaimSphere quality management solution.

The challenge

Our client, Priority Health, has a complex quality management and reporting landscape that was challenging its ability to develop and submit the comprehensive, accurate and timely reports required to achieve high quality ratings from the Centers for Medicare & Medicaid Services (CMS).

Working within a complex data landscape, the organization's quality improvement and reporting workflows draw on more than 50 sources to compile the data necessary to achieve high Medicare Star and National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®) ratings, which lead to health plan accreditation. Reporting is no easy task and Priority Health must submit data from its different lines of business involving millions of members and different patient populations throughout Michigan. The data comes from a wide variety of systems, including vision, dental and pharmacy systems, as well as its core administrative system, TriZetto® Facets®. Adding to the complexity, the data from these sources varies in volume, frequency and format, making it harder to identify gaps in care and other factors that affect member experiences, quality of care and ultimately, quality ratings.

At a glance

Industry

Healthcare

Challenge

Maintain NCQA accreditation, improve Star ratings and receive CMS bonus payments with an increasingly complex data landscape, including clinical data.

Products and Services

TriZetto® ClaimSphere® suite
Consulting Services

Success Highlights

- Improved overall CMS Star rating to 5, increasing bonus payments to \$600 per member per year
- Exceeds national benchmarks of most NCQA HEDIS® metrics
- Completed 93% abstraction for 22,529 active chases during the subsequent HEDIS regulatory submission
- Achieved 100% Medical Record Review Validation (MRRV) audit score

In addition, the company taps continuity of care documents (HL7® CCD) from third-party electronic health records systems, interfaces with Michigan's health information network and generates medical record abstracts. Generating medical chart abstracts was particularly challenging because many physicians and other healthcare providers submit medical notes via fax and email. This meant Priority Health needed a robust data integration and normalization engine that could provide a unified view of member populations and generate member insights using the data from all these sources.

The solution

Priority Health searched for a NCQA-certified vendor/partner that could provide a dependable end-to-end software solution combined with consulting and hosting services. The company wanted to work with an industry expert who understands its changing business needs, including aggressive growth goals for value-based payments. A shared commitment to continuous improvement was also critical.

Finally, Priority Health required a partner with the size and resources necessary to manage quality reporting for more than one million members across Medicare, Medicaid, Commercial and Exchange lines of business. To those ends, Priority Health selected Cognizant's TriZetto ClaimSphere suite, a complete hosted quality and Star rating improvement solution that includes regulatory reporting services.

ClaimSphere enables Priority Health to gather and submit retrospective data for the NCQA's HEDIS program. This was made possible by our HEDIS experts and project managers who understand the nuances of state quality measures and federal requirements.

Cognizant supports Priority Health with on-time and accurate generation of the CMS Consumer Assessment of Healthcare Providers & Systems (CAHPS) report, as well as Interactive Data Submission System (IDSS) and patient-level detail (PLD) reporting and submission. Our teams provide NCQA audit coverage, including roadmap documentation and medical record review validation (MRRV).



Anticipating issues improve quality

Priority Health also uses Cognizant's TriZetto ClaimSphere to prospectively analyze and communicate provider data to support its provider incentive program. This program includes 25+ quality measures for prevention, screening and transformation of care. Because ClaimSphere is built to quickly identify care gaps and integrates with core administrative systems, it can perform analytics on care data in motion. Better data and communication enable more effective collaboration between Priority Health and its provider networks, and the collaboration drives optimum quality and better member experiences, which Priority Health credits with helping its plans gain higher Medicare Star ratings.

Additional challenges solved

We helped Priority Health streamline its medical record review validation process—a critical step in preparing for HEDIS audits—by developing a medical record abstraction function called Clinical+ Chart Abtractor. Through our build-measure-learn development cycle, we rolled out each new feature for end user validation and feedback. The tool makes it possible to convert data from a PDF and a variety of other formats into digital, searchable records to support quality reporting. We launched Clinical+ Chart Abtractor during the COVID-19 pandemic, allowing Priority Health to generate medical record abstracts for more than 18,000 chases, even as its staff worked remotely.

Priority Health was one of the first health plans to tap into the Michigan Health Information Network (MiHIN) as a source of supplemental data for HEDIS measures. Our TriZetto ClaimSphere team worked closely with Priority Health teams to develop interfaces with MiHIN that made it easier for providers and Priority Health's plans to exchange data. This includes ingesting data via the All-Payer Supplemental Quality Data (APS) file from MiHIN and pushing the Standardized Gaps in Care (SGC) file to providers so they may followup and close these gaps to improve care.

Business outcomes

Accurate, on-time NCQA HEDIS reporting through Cognizant's TriZetto ClaimSphere suite has helped Priority Health consistently increase its overall CMS Star rating, first from 4 to 4.5 Stars and subsequently to 5 Stars, which resulted in a significant increase in bonus payments. Most of the company's clinical and pharmacy Star measures for Medicare have been performing above national benchmarks, and NCQA gave a "commendable" accreditation status to the company's Medicare, Medicaid and commercial contracts.

Business Outcomes Include:

- Completed 70% abstraction for 18,000+ active chases during the first year of roll-out despite the challenges of the COVID-19 pandemic
- Completed 93% abstraction for 22,529 active chases during the subsequent HEDIS regulatory submission
- Achieved 100% Medical Record Review Validation (MRRV) audit score
- Achieved 24/7 uptime, security and plan reliability for all stakeholders through Cognizant Hosting



“Cognizant has fostered a collaborative and innovative environment designed to measure and improve patient healthcare outcomes.”

Shelby Jansen, HEDIS Project Specialist,
Priority Health

We also streamlined retrospective and prospective reporting via our ClaimSphere solution suite, including regulatory reporting, and helped Priority Health improve critical health measures and outcomes that contribute to improved member experiences and business growth. Priority Health's revenue has grown because of its improved Star rating and enhanced bonuses and reimbursements, allowing the company to provide members health and wellness offerings. These include housing support, food and meals, vision and dental, preventive/wellness programs, virtual health options, club/gym membership and discounts, shopping rewards, member newsletters and more.

"Cognizant has been a partner not only for our needs today but also in growing with us to meet the future," said Sharon Kuhrt, director, Medicare Stars, Priority Health.

About Priority Health

Priority Health (PH) is a nationally recognized nonprofit health benefits company offering Medicare, Medicaid, Employer, and Individual/Commercial plans focused on improving the health and lives of more than one million members across Michigan. Priority Health is recognized as a leader for quality, customer service, transparency and product innovation.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).



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