

CASE STUDY | ACA MARKETPLACE EDGE SUBMISSION DATA TRACE



Client Engagement Description

A multi-state ACA health plan serving more than 50,000 individual and small group members was dedicated to delivering high-quality healthcare. Recognizing the negative impact that incomplete data submissions would have on finances, the plan sought a solution to test the accuracy and completeness of its data. The plan engaged ATTAC Consulting Group due to the firm's expertise, quick review process and ability to test the EDGE Server data submissions and ID gaps, and determine the financial impact of non-submitted data.



CHALLENGES

Recent staff departures had compounded existing challenges with implementing effective data controls supporting EDGE data gathering, testing and submission.

The submission deadline was less than eight months away, and the team needed to quickly test and improve execution of complex data extraction and submissions.

The team lacked the resources and knowledge to identify and fix all of the data submission issues, which would negatively impact the plan's risk adjustment scores and financial performance.

Untested and unknown impact of claims that should have been, but may not have been, extracted for EDGE Server submission.

There were several additional unknowns:

- The impact of claims received and processed after the submission deadline
- The impact of pended and manually reviewed claims not ready for submission
- The impact of non-remediated EDGE Server load errors

Like many health plans, our client faced the common industry problem of insufficient reporting leading to blind spots associated with the ACA EDGE Server's tight submission window:



Risk Transfer Trends

Increased competition within the market put pressure on risk transfer results



Stakeholder Visibility

With unidentified root causes and unquantified impacts, leadership was challenged to improve EDGE Server submissions



ASSESSMENT APPROACH

ATTAC took an end-to-end and holistic approach to isolate and identify root causes and to quantify annual estimated impact.

Analyze Claims Processing

ATTAC applied a comprehensive claims analysis methodology to all phases of the claims lifecycle in order to isolate the drivers that impacted EDGE Server submission performance.

Pressure-test Claims Extraction for EDGE Server Load File Creation

ATTAC dug deep into the details of the EDGE Server file creation process to identify all potential gaps and opportunities associated with the ETL of claims data from the data warehouse and the XML creation processes.

Evaluate EDGE Server Errors, Error Management & Remediation Practices

ATTAC reviewed the EDGE Server load files, error logs and summary reports to pinpoint the impactful claims in the enterprise data warehouse that ultimately didn't make it onto the EDGE Server.

Review Current Staffing Levels

ATTAC evaluated current staffing levels against industry best practice and recommended a future state with the appropriate level of focus and support for critical EDGE Server submissions.

ATTAC's custom recommendations and support focused on appropriate staffing, robust reporting and increased collaboration with the plan's functional groups directly impacting claims processing. We were able to rapidly support the client by developing and deploying custom reporting within the client's native environment for ongoing monitoring and actionable insights.



RESULTS

ATTAC's thorough and detailed analyses **identified more than \$500K of estimated annual opportunity** related to EDGE Server data submission optimization. Our custom remediation recommendations focused on appropriate staffing, robust reporting and increased collaboration with the plan's functional groups directly impacting claims processing.

\$500K - \$700K

Estimated Annually Opportunity

Risk transfer impact from EDGE Server optimization

> 95%

Actionable Impact

Portion of opportunity that is achievable with appropriate oversight and prioritization

Future State

- Align staffing model with dedicated support for EDGE Server submissions
- Develop and deploy robust end-to-end reporting for timely and actionable insights
- Improve lines of communication and collaboration cross-functionally to fix operational root causes