

# CASE STUDY | MEDICARE ADVANTAGE RISK ADJUSTMENT DATA TRACE

## Client Engagement Description

A Medicare Advantage Organization (MAO) in the Midwest provides exceptional benefits to meet their members' healthcare needs. With a rapidly growing membership base of more than 25,000, the MAO has established itself as a trusted provider of Medicare Advantage plan products.



### CHALLENGES

The MAO recently transitioned submission vendors, and had previously used a large full-service organization to create and submit EDS 837 and RAPS files to CMS for Medicare beneficiaries. This transition resulted in lower-than-expected risk adjustment scores and lost revenue due to what the organization suspected were incomplete data submissions.



### APPROACH

In concert with the MAO, ATTAC implemented a strong governance and structure to address:

- Full end-to-end claim detail level data trace to identify areas of data leakage
- EDI Gateway and claims clearinghouse reconciliation
- Claims processing and Enterprise Data Warehouse
- RAPS submission and EDS submission file reconciliation
- Analysis of RAPS return and EDS MAO – 004 response files



## RESULTS

- ATTAC provided the MAO with prioritized target lists for each identified root cause, allowing the organization to rapidly remediate outstanding encounters and recapture lost revenue.
- **The estimated improvement in risk adjustment score and recaptured lost revenue was \$1.25 million.**
- Using the custom reporting and oversight system detailed by ATTAC, **the MAO is projected to mitigate an estimated \$1 million to \$1.3 million in annual lost revenue going forward.**

### By the Numbers

- 60** Days left before final submission deadline
- >2M** Claims analyzed
- 25K** Medicare beneficiaries
- \$1.2M** Yearly new revenue opportunity

### ATTAC's thorough analysis identified the root causes of the data leakage, including:

- Claims and Dx codes in the claims processing system not in the EDW
- Claims not extracted from Core Systems to the Encounters Submission Platform
- Dx codes from supplemental benefits providers not in the EDW
- Rejected encounters not remediated and resubmitted to CMS

ATTAC rapidly designed and deployed custom oversight and prioritization reporting within the MAO's environment to ensure completeness of data submissions going forward, and appropriate revenue realization for years to come.

