

CASE STUDY | MEDICARE ADVANTAGE RISK ADJUSTMENT DATA TRACE

Client Engagement Description

A Medicare Advantage Organization (MAO) in the Midwest operated in a highly competitive market for MA enrollees. With a rapidly growing membership base of more than 25,000, the MAO had established itself as a significant leader in providing Medicare Advantage plans in its market.



CHALLENGES

The MAO had recently transitioned submission vendors. They previously used a large full-service organization to create and submit EDS 837 and RAPS files to CMS for Medicare beneficiaries. After the transition, they experienced lower-than-expected risk adjustment scores. This resulted in substantial lost revenue to the MAO.

The MAO was uncertain about the cause, but wanted to ensure that they were making complete data submissions and fully resolving errors or other issues that might reduce accepted risk adjustment data.



APPROACH

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

- Full end-to-end claim detail level data trace to identify areas of data leakage
- Full EDI gateway and claim's clearinghouse reconciliation with claims and submitted risk adjustment data
- Claims processing and Enterprise Data Warehouse
- RAPS submission and EDS submission file reconciliation
- Analysis of RAPS return and EDS MAO – 004 response files
- Error tracking and error management processes



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 \$1M to \$1.3M 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.

