

CASE STUDY

Regional Health Plan Enhances Risk Accuracy Through Targeted Retrospective Chart Review

A regional payer had long conducted medical record reviews across its MA and ACA lines of business, following best practices by coding both adds and deletes. Despite this, a persistent performance gap remained between the plan and its competitors in risk score accuracy.

A Validira review revealed that only half of the medical records suspected of missing or erroneous diagnosis codes were being captured in the plan's retrospective chart review programs resulting in undercoding and missed risk adjustment revenue opportunities.

CLIENT PROFILE

- Regional payer with both Medicare Advantage and ACA lines of business
- Operates across multiple states

THE CHALLENGE

- Ongoing gap in risk score accuracy compared to peers
- Limited scope of retrospective chart reviews leading to undercoding
- Concern about potential diminishing returns from expanding review volume

THE VALIDIRA APPROACH

- **Analyzed historical results** and applied **advanced analytics** to identify gaps in existing targeting logic
- **Redesigned and expanded targeting parameters** to capture a broader and deeper set of records
- **Revamped retrospective chart review program** within one week to increase review scope and precision
- **Balanced cost and return modeling** to ensure the expanded program maintained strong ROI

RESULTS

INCREASED PROGRAM IMPACT

110%

Increase in medical records reviewed

50%

Increase in risk-adjusted revenue

SUSTAINED FINANCIAL EFFICIENCY

+\$2M

Annual retro impact improved from \$4M to \$6M

4:1 ROI

\$500K in incremental cost for \$2M in incremental impact

Maintained **accuracy gains** while **mitigating RADV risk**

Drive accuracy. Recover revenue. Reduce risk.

Partner with Validira's risk adjustment experts.