

Improved risk capture and identified embedded chronic conditions with IKS Health clinical chart review

Client profile

This primary care group specializes in caring for older adults, keeping them healthy, and transitioning them to healthy active seniors. It delivers a patient-focused healthcare model, offering passionate, value-based care.

Challenge

- Incomplete patient health information leading to inaccurate risk capture and lower risk adjustment factor (RAF) scores, resulting in gaps in care
- Missed collection opportunities and revenue loss due to a focus only on claims data to identify potential/new hierarchical condition categories (HCC)

Solution

- Risk stratification and patient population identification, based on risk arrangements with payers, was prioritized according to predefined variables
- Conducted a detailed review of the last two years of patient records to capture recent HCC eligible chronic conditions
- Shared non-validated HCC recommendations and inferred diagnosis by IKS clinicians for physician review and bi-directional feedback

Impact delivered

0.46

More potential HCCs per chart

0.23

Improvement in RAF score per patient

\$38

Gain in per member per month, through accurate RAF capture

Results

- IKS Health clinicians **identified chronic diseases** which may have been treated, inferred, or embedded in medical records, but not correctly documented in the chart.
- Reviewed ~12,500+ total charts and yielded an average of **0.46 more potential HCCs per patient**
- Achieved **14x return on program investment**
- IKS Clinical Chart Review program led to a **0.23 improvement in risk adjustment factor (RAF) per patient**